**Role Profile:** Receptionist

**Responsible for:** Volunteers

**Other:**  Post is subject to change and continued funding

**JOB PURPOSE:**

* To greet visitors (members, parents, volunteers, hirers) to Carlisle Youth Zone, ensuring everyone, at every time gets a warm welcome, whilst maintaining professional and efficient levels of service
* Manage all functions of reception – which may range from welcoming a new member to signing out table tennis equipment.
* To support the Youth Work Delivery Team with general administration duties.
* Undertake any other duties and task as required

**MAIN DUTIES AND RESPONSIBILITIES**: For more details of the expectations of the postholder, please see the competencies framework

**Focus on young people.**

* Understands and empathises with the needs of young people and knows how to work with them to achieve results.
* Manages behaviour according to the behaviour management code and refers up as necessary.
* Actively seeks YP feedback to improve and develop own performance

**Teamwork**

* Creates positive working relationships with others
* Is committed to the team and the team agenda
* Contributes to and shapes team targets

**Planning and organising**

* Ensures achievement of targets and work plans and monitors own performance accordingly.
* Keeps appropriate people informed of progress in key areas
* Seeks guidance when necessary

**Communication**

* Communicates in a courteous, professional and positive manner
* Asks relevant questions to clarify understanding
* Records information clearly in accordance with procedures and systems

**Continuous Improvement**

* Responds positively to change & embraces revised working methods & new learning
* Takes ownership for own learning and commits to the training and development required for the job
* Looks for and suggests ways to improve current working practices, own and team performance

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| --- | --- | --- |
| **Area** | **Essential** | **Desirable** |
| **Qualifications** |  | Relevant professional qualification |
| **Knowledge & Experience** | Experience of working in a busy customer facing environment | Experience of operating data management systems |
| Experience of using Microsoft Office packages | Basic financial experience |
| Basic financial knowledge |  |
| **Skills** | Good organisation skills of self, others and office |  |
| Attention to detail and ability to retain information |
| IT literate, competent use of Microsoft Office software, |
| Excellent clear communication skills, in person, on the telephone and in writing. |
| **Personal Qualities** | Approachable, even when under pressure |  |
| Ability to adapt communication to suit audience |  |
| Strong team work background |
| Adaptability is essential |
| Creative and solution orientated |
| Ability to establish a rapport and communicate effectively with customers – at all ages and from all backgrounds. |
| Demonstrate a commitment to the values, principles of Carlisle Youth Zone |
| The ability to cope with multiple demands and deadlines, the ability to work fast and to a consistently high standard |

# GENERAL:

**Hours of work:** The role will involve unsocial hours in evenings & at weekends during Youth Zone sessions or at events, and also working during the day on occassion.

**DBS:** In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.