
JOB DESCRIPTION

Job Title	Receptionist
Responsible to	Senior Receptionist
Working relationships	All YMCA Trinity Group Staff and Residents External agencies and Clients
Job purpose	<p>To provide a warm professional welcome for all people entering the building maintaining high levels of customer service.</p> <p>Undertaking general administrative office tasks to ensure the smooth running of the YMCA's operations.</p>
Main tasks	<ul style="list-style-type: none">• First point of call for all visitors both face to face and by phone to the YMCA, acting in a warm, professional and courteous manner.• Ensure that all visitors are appropriately identified, booked in and managed efficiently.• Ensuring accurate and concise message taking, taking of monies, coordinating room hire, distribution of post and inputting of maintenance requests.• Daily cashing up the tills and producing banking analysis reports and investigating any under/overs.• Participate in 121's and Project staff/team meetings and contribute to the general development of the Project• To ensure accurate record keeping and collection of statistical information, ensuring that deadlines are maintained and that confidential records are stored securely.• To ensure that clear boundaries are maintained with colleagues and services users throughout.• Actively promote gym membership sales.• Co-ordinate any room hire bookings and registrations.• Competently use IT databases for accommodation and health and fitness.

Other Tasks

- Process gym memberships and Direct Debit Information.
- To carry out other tasks within the post holder's capabilities as directed by your line manager
- A commitment to Safeguarding and promoting the welfare of children, young people and adults at risk
- A commitment to the General Data Protection Regulations and relevant policies and procedures
- To support YMCA Trinity Group to implement quality and continuous improvement through the implementation of quality assurance systems relevant to the organisation and your delivery area
- Undertake core and relevant training to enhance personal and professional development
- To work within YMCA Trinity Group policies and procedures, with particular regard to health and safety, equality, diversity & inclusion, safeguarding, data protection and confidentiality
- Understand personal responsibility under the Health & Safety at Work Act 1974 including fire safety
- Supportive of the Christian Aims & Purposes of YMCA

PERSON SPECIFICATION

	Essential	Desirable
Previous experience with Microsoft Office packages including Outlook for managing emails, Word for writing detailed reports, experience with creating spread sheets and charts on Excel and using Cloud based Databases.	•	
A good level of education (GCSE grade C or above in English and Maths)		•
Awareness of confidentiality policy and procedures and how to apply to working practices	•	
Good interpersonal skills with ability to deliver good face to face customer care	•	
Ability to prioritise a number of different tasks and areas of work within a busy working environment with the ability to stay calm under pressure	•	
Good organisational skills with confidence and ability to work on own initiative to deadlines	•	
Ability to relate to individuals from diverse backgrounds in a non-judgemental and non-discriminatory manner.	•	
Able to work as part of a team	•	
To be able to demonstrate empathy with Aims and purpose of the YMCA	•	
Knowledge of the voluntary/community sector, in particular those working with young people		•