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## **JOB DESCRIPTION**

<b>Job Title</b>	Receptionist –Ipswich Wellington Street
<b>Responsible to</b>	Accommodation Manager
<b>Working relationships</b>	All YMCA Staff and Residents External agencies and Clients
<b>Job purpose</b>	To provide a warm professional welcome for all people entering the building maintaining high levels of customer service.  Undertaking general administrative office tasks to ensure the smooth running of the YMCA's operations.
<b>Main tasks</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• Ensure that all visitors are appropriately identified, booked in and managed efficiently.</li><li>• Ensuring accurate and concise message taking, taking of monies, coordinating room hire, distribution of post and inputting of maintenance requests.</li><li>• Daily cashing up the tills and producing banking analysis reports and investigating any under/overs.</li><li>• Participate in 121's and Project staff/team meetings and contribute to the general development of the Project</li><li>• To ensure accurate record keeping and collection of statistical information, ensuring that deadlines are maintained and that confidential records are stored securely.</li><li>• To ensure that clear boundaries are maintained with colleagues and services users throughout.</li></ul>
<b>Other Tasks</b>	<ul style="list-style-type: none"><li>• To carry out other tasks within the post holder's capabilities as directed by your line manager</li><li>• A commitment to Safeguarding and promoting the welfare of children, young people and adults at risk</li></ul>

- 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.		•
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	•	