



Reception Candidate briefing pack

**Lockleaze
Neighbourhood
Trust**



Welcome from the Chair

“Thank you for your interest in Lockleaze Neighbourhood Trust.

We are the anchor community organisation for Lockleaze. That means we work hard to understand what matters to residents and help them make a difference in their own lives and community. We don't do this alone but work closely with churches, schools, youth services, the Council, the Health Service and other charities to make Lockleaze a great place to live.

As a local resident I love knowing I am part of making our community great.

People often know us for the Hub or the Cameron Centre but we do much more than run buildings, we're also connecting people through our warm and welcome spaces, supporting wellbeing through activities and signposting, community growing, climate and rewilding projects, and community led housing. Despite being a small team we're big on ambition and don't let anyone tell us we can't do something!

We're looking for someone with a big heart for Lockleaze, be welcoming and inclusive to all, and work hard to make a difference as part of the great Lockleaze Neighborhood Trust team.”

Mission and values

Our mission is to support residents to achieve positive change for themselves and their community. We do this by

- Connecting people

- For learning
- For fun
- For wellbeing
- For action

- Signposting

- To help and support
- To local opportunities
- To information that may affect residents

- Listening and taking action

- Knowing what is going on locally
- Knowing what matters to residents
- Supporting residents to take action for change and justice

Our values are:

- **Welcome and kindness**
 - We all want to be noticed, to feel welcome and as a community organisation we want everyone to feel welcome in our spaces and experience kindness
- **Residents lead the change**
 - For change to be meaningful and lasting it needs to be led by the people who need the change. If residents are part of making their community great - it will keep getting better
- **Keeping the community connected**
 - Isolation is bad for your health. Loneliness is the health equivalent of smoking 15 cigarettes a day. When people know their neighbours they treat them with respect. Let's bring people together for a better Lockleaze
- **Creating a fairer Lockleaze**
 - Not everyone is treated fairly and we want to work collectively to create a fairer Lockleaze.

Receptionist

You are the welcome of the organisation - the first impression of Lockleaze Neighborhood Trust for anyone who comes into the Hub, the Cameron Centre or uses our services. For many people, you are the face of our organisation and are the person who makes them feel noticed and welcome. With great communication skills, you will be able to interact with a variety of people with warmth, kindness and understanding whilst at the same time observing boundaries and focusing on the needs of the role. You will work closely with the team, tenants and visitors and have a passion for our community and the work of Lockleaze Neighborhood Trust, bringing energy and passion to the role. You are motivated to find out what's happening in the area and share useful information. We're a small, busy and dedicated team with a range of groups and projects to get involved in.

We are looking for someone with:

- Experience in a customer-facing role
- Interest in Lockleaze and creating a thriving community for all
- Excellent communication skills both in person and over different media
- Good administration skills and attention to detail
- A proactive and practical can-do approach



Hours: 37 per week (we will consider part-time and job share)

9 - 5 Monday - Thursday 30 minutes for lunch

9 - 4.30 Friday 30 mins for lunch

Occasional weekend work required with Time off in lieu

Contract term: initially 12 months (renewal subject to funding)

Location: Hub, Lockleaze (and other LNT locations or offsite as needed)

Salary: £12.50ph or £24,050

Reporting to: Operations Manager

Holiday entitlement: 20 days (rising to 25 days after 5 years)

Job Description

Welcome	<ul style="list-style-type: none"> - Greet people who come into the building, treat them with respect in a friendly manner and in line with policies and procedures - Respond to enquiries by phone, email, social media and in person in a friendly and professional manner with a focus on kindness and suspending judgement - Open and close the building when necessary - Support the groups that that operate at the Hub including setting up tables and equipment and closing down where needed, taking payment and keeping registers for groups - Be trained as a first aider and fire marshall - Be aware of vulnerable children and people - Report any issues to the Operations Manager
Signposting	<ul style="list-style-type: none"> - Be knowledgeable about what is happening locally, share information online and in person - Take turns with the team in attending meetings of locally partners to keep up to date with what is happening locally - Update activities on our website and create a monthly newsletter mailed out via MailChimp to our subscribers - Proactively promote LNT activities
Admin	<ul style="list-style-type: none"> - Be responsible for bookings in Lockleaze Neighbourhood Trust spaces and events including taking payments, booking event staff as needed, sending confirmation and keeping accurate records of all transactions - Focus on smooth bookings and experience for all users including making sure spaces are clean and cleared away promptly, and all equipment, tables and chairs are provided as requested - Support regular group registers, taking payments and issuing receipts as needed - Supporting other team members with events and administration
Hubbub cafe	<ul style="list-style-type: none"> - Supporting our weekly cafe on a Wednesday with set up and pack down, supporting volunteers, managing payments and cashing up
Other	<ul style="list-style-type: none"> - Make a positive contribution to the team and support a positive working environment - Participate in training and development and follow organisational practices and procedures, particularly with regard to equal opportunities, health and safety and finance procedures - Some additional duties as considered appropriate and needed - Some evening and weekend work will be required (time off in lieu would be provided)
Equality diversity and inclusion	<p>Lockleaze Neighbourhood Trust is committed to ensuring our policies and practices promote inclusion and equity in everything we do. We want a culture that is welcoming and inclusive and we recognise for this to be meaningful we must be intentional and focused in our actions and words. This work is difficult and takes time and we will not always get it right. All staff and volunteers must be willing to engage in this work respectfully.</p>

Person Specification

Criteria	Application form	Interview
Essential		
An interest in Lockleaze, community development or providing local information and support	✓	✓
Experience of working in a customer-facing environment	✓	
Experience of working as a member of a team	✓	
Excellent communication skills including polite and welcoming in person and on the phone		✓
Confident IT skills including Word, Excel, Email and social media	✓	
Good communication including English and Maths	✓	
Ability to develop and maintain working relationships with a wide range of people	✓	✓
Ability to adapt your communication method appropriately to the circumstances		✓
Excellent organisational skills and ability to keep records and report to others	✓	
Ability to enter information accurately, and to maintain confidentiality where appropriate	✓	
Ability to work in a busy environment with different demands on your time and to effectively prioritise your work		✓
Ability to be self-motivated and work independently	✓	
Ability to promote a positive image of Lockleaze Neighbourhood Trust, including professional appearance and manner, approachable and empathetic, punctual and reliable		✓
Commitment to principles of equality and respect for others	✓	✓
Be energetic, proactive, have "hands-on/get stuck in" approach		✓
Flexibility is essential - we are a small team and need people willing to undertake a range of duties outside the key tasks when required	✓	
Desirable		
Experience of reception	✓	

Experience of working in a community centre	✓	
Experience of working in an office, including office administration and office procedures	✓	
Experience working with vulnerable adults	✓	
First Aid Qualification	✓	
Fire Marshal Training	✓	
Ability to create posters and fliers	✓	
Experience of using Mail chimp, Publisher, Google Calendar and Canva	✓	

Don't meet every single requirement?

Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Lockleaze Neighbourhood Trust, we are dedicated to building a diverse and inclusive workplace, so if you're excited about this role, but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles. Still not sure, why not give us a ring and talk to someone about the role to see if it sounds like something you would be great at doing - 0117 914 1129.

See our guidance on filling in applications to make the most of your application.

Application Process

The deadline for applications is **11:59 pm Sunday 21st April**.

To apply please fill out the application form and return it along with your completed equalities monitoring form to **recruitment@lockleazent.co.uk**, or in an envelope marked 'CONFIDENTIAL' to Antonio Facciponti, Lockleaze Neighbourhood Trust, The Hub, Fedden Building, Gainsborough Square, Lockleaze, Bristol, BS7 9FB.

Interviews will be held the week commencing the **6th of May (probably on Tuesday the 7th of May)**