
Job Description | Station Receptionist

Job Title: Station Receptionist

Salary & Grade: £22,144 per annum FTE, grade 1.4

Normal Place of Work: The Station

Hours of Work: 24 hours per week

Responsible to: Station Centre Coordinator

Responsible for: N/A

Job Purpose

Creative Youth Network is recruiting an experienced reception team member to help run our centre for young people and the creative arts. You will be well organised, have excellent customer service skills and experience appropriate to this busy reception role.

Key Responsibilities:

- To answer phone calls, offer signposting to correct services over the phone and deal with face-to-face enquiries
- To be one of the team responsible for the company email inbox dealing with and distributing enquiries to Creative Youth Network staff teams.
- To provide a friendly, competent and welcoming reception service to a wide mix of staff, visitors, tenants, young people, deliveries, etc.
- To book in and handle events using the in-house booking system.
- To prepare rooms/studios for hires as appropriate.
- To undertake administration tasks related to The Station as requested
- To distribute incoming post
- To take payment for bookings and handle cash competently
- Support the Estates team in managing events, promotion and other matters relating to the building.
- To ensure The Station's health and safety policies are understood and followed by staff and visitors

- To work with the Creative Youth Network team to provide discretion and sensitivity to all users of The Station. This role may, on occasions, be faced with challenging behaviour or people experiencing distress.

This role is subject to an enhanced DBS check.

General Responsibilities:

1. Act as a representative of the organisation in all dealings with internal and external agencies and stakeholders.
2. Safeguard the welfare of children, young people and vulnerable adults, working within organisational safeguarding policies and local authority frameworks.
3. Ensure that all administration, records and files are stored and processed in line with the Data Protection Act 2018 and the General Data Protection Regulations 2018.
4. Provide a diverse and culturally sensitive approach in all dealings with Creative Youth Network and act within the organisation's Equality and Diversity policy and frameworks.
5. Promote equality and anti-discriminatory practices within all aspects of service delivery.
6. Promote a safe working environment in line with policies on Health and Safety, highlighting any significant deficiencies to the line manager.
7. Undertake any other duties as may be reasonably required.

This list of tasks is not exclusive and does not form part of any contract of employment. Duties may be varied from time to time, with the job description being subject to review or periodic amendments.

Last Updated: May 2023

PERSON SPECIFICATION

Criteria	Assessed by:			
	AP	IV	AS	QC
<i>Essential</i>				
Excellent IT skills	✓			
Ability to deal with people in a diplomatic and supportive way.	✓			
Well organised with good time management.	✓	✓		
Able to multi-task in a busy office environment.	✓	✓		
Experience of running efficient office administration systems.	✓	✓		
Good communication skills.	✓	✓		
Mature, helpful and friendly.	✓	✓		
Proactive and able to work on own initiative.	✓			
<i>Desirable</i>	AP	IV	AS	QC
Experience of relating to young people	✓	✓		
Experience of working with booking systems	✓			
Be flexible to changing demands of the post	✓	✓		

AP = Application Form
IV = Interview

AS = Assessment/Task/Presentation
QC = Qualification Certificate