**Job Description**

**Receptionist / Administator**

**Title:** Receptionist/Administrator

**Hours:** 37.5 hours week

**Salary:** £12.21 per hour

**Accountable to:** Community Empowerment and Centre Manager

**Job Summary**

Chain Lane Community Hub is seeking a friendly and organised Receptionist/Administrator to be the first point of contact for visitors, hirers, and community members. This role is central to ensuring the smooth day-to-day running of the centre, providing excellent customer service, administrative support, and maintaining a welcoming environment for all users.

The post-holder will support the Community Empowerment Manager and CEO by managing reception duties, coordinating room and community transport bookings, handling enquiries and assisting with general administrative tasks. They will also help maintain the centre’s facilities and contribute to its online presence.

**Key Responsibilities**

* Provide a warm and professional welcome to all visitors and users of the centre.
* Manage incoming enquiries via phone, email and in person ensuring timely and helpful responses.
* Coordinate room and community transport bookings and maintain accurate schedules.
* Support the administration of events and activities held at the centre.
* Maintain the reception area and noticeboards ensuring they are tidy and up to date.
* Assist with basic facilities management including reporting maintenance issues and liaising with contractors.
* Update the website and social media channels with support from the Community Empowerment and Centre Manager.
* Ensure health and safety procedures are followed and support emergency protocols when required.
* Maintain accurate records and filing systems.
* Support volunteers when appropriate.

**Specific Tasks**

* Monitor and respond to general enquiries and booking requests.
* Respond to requests for community transport journeys and liaise with volunteer drivers to organise journeys
* Carry out daily checks of rooms and communal areas reporting any issues.
* Maintain supplies of stationery and other office essentials.
* Assist with setting up rooms for meetings and events.
* Ensure signage and information displays are current and clear.
* Liaise with service providers for cleaning, waste removal, and other routine services.
* Support the administration of inductions for new hirers.
* Participate in staff meetings, supervisions, and appraisals.

**Organisational Responsibilities**

* Contribute to the sustainability and development of Chain Lane Community Hub
* Reduce environmental impact by adopting climate-friendly working practices.
* Adhere to all organisational policies, procedures, and guidance.
* Maintain confidentiality over personal information.
* Undertake training as required.
* Participate in team meetings and contribute to a positive team culture.
* Develop personal skills relevant to the role.
* Act as an ambassador for Chain Lane Community Hub, promoting its reputation and values.

**Person Specification – Receptionist / Administrator**

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| **Criteria** | **Essential** | **Desirable** |
| **Experience** | | |
| Experience in a customer-facing role | ✅ |  |
| Experience in administrative work including handling enquiries and bookings | ✅ |  |
| Experience working in a community, charity or public sector setting |  | ✅ |
| Experience using social media and updating websites |  | ✅ |
| **Skills & Abilities** | | |
| Excellent verbal and written communication skills | ✅ |  |
| Strong organisational skills and attention to detail | ✅ |  |
| Ability to manage multiple tasks and prioritise effectively | ✅ |  |
| Proficiency in Microsoft Office (Word, Excel, Outlook) and other office software | ✅ |  |
| Ability to work independently and as part of a team | ✅ |  |
| Ability to deal with sensitive situations with discretion and professionalism | ✅ |  |
| **Knowledge** | | |
| Understanding of health and safety procedures in a public building | ✅ |  |
| Awareness of safeguarding and confidentiality principles | ✅ |  |
| Knowledge of local community needs and services |  | ✅ |
| **Personal Attributes** | | |
| Friendly, approachable and welcoming manner | ✅ |  |
| Commitment to equality, diversity and inclusion | ✅ |  |
| Willingness to work occasional evenings/weekends | ✅ |  |
| Flexible and adaptable approach to work | ✅ |  |