



Job Title: Receptionist

Responsible to: Head of Development

The Receptionist role will manage our front desk on a daily basis, meeting and greeting all staff, children, young people and visitors to Talbot House Children's Charity. The successful candidate will respond to incoming external enquiries that requires professionalism and an acute awareness of confidentiality.

Job Description

- Act as the first point of contact, providing excellent customer service, including answering incoming calls, greeting visitors, ensuring security and safeguarding processes are in place and followed, providing hospitality as appropriate.
- Possesses excellent knowledge of data protection and GDPR.
- Provide a range of administrative support to senior managers, for example:
 - booking diary appointments
 - preparing documentation
 - undertaking research as required
 - co-ordinating a range of meetings, making all of the necessary arrangements
 - maintaining a range of office systems and processes to support the implementation of policies and procedures
 - using appropriate IT software to produce a range of documentation e.g. letters, forms, reports
- And producing and accurately maintain a variety of documents/reports, using word and excel.
- Prioritise, log and distribute all incoming post items and arrange for out-going post to be taken to the Post Office.
- Undertake general financial administrative tasks if required, for example, administer petty cash, prepare purchase orders, issue pocket monies.
- Administer basic first aid and ensure appropriate first aid supplies are maintained (training provided).
- Assist with distributing of medication requirements (training provided).
- Maintain and order office supplies (purchase orders), as required.
- General office duties, to include but not limited to responding to emails, answering queries (email and telephone), contacting internal and external individuals.
- Establish and maintain professional relationships with young people, pupils, parents, and staff as well as external contacts.
- Demonstrate flexibility as required due to the demands of the role.
- Carry out such other duties as may be reasonably required from time to time and/or as directed by the Head of Development (or SMT).



Other:

- Support Talbot House Children's Charity's commitment to safeguarding children and promoting their welfare and contribute to the overall ethos/work/aims of the school.
- Be a strong role model for pupils.
- Be aware of, and comply with key policies and procedures, for example, health and safety, equality and diversity, security, confidentiality, data protection, reporting all concerns to line management.
- Operate as a supportive member of the team by providing support and assistance to other members and attending and participating in team meetings.
- From time to time, young people will be risk assessed to allow them to participate in certain projects as part of work experience.
- Participate in training, other learning activities and performance development as required.
- The above list is not exhaustive and other duties may be attached to the post from time to time.
- Variation may also occur to the duties and responsibilities without changing the general character of the post.

To apply please fully complete our application form, using the personal specification to help you complete the 'skills, experience and knowledge' section of the form. Applicants who read our Tips for Applicants document before completing this section of our application form are more likely to be offered an interview. You will find our Tips for Applicants document attached above.

If you have any queries regarding this position or the application process, please contact HR on 0191 229 0111 or email HR at: hr@talbothousecc.org.uk

For safer recruitment reasons we are unable to accept CVs. You will find our Application Form attached above. CVs will not be reviewed.

Note: The Charity is committed to safeguarding and promoting the welfare of children and expect all staff to share this commitment. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff to share this commitment (see full policy details on our website). This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances and continued subscription to the DBS Update Service. Please see link for further information:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/945449/rehabilitation-of-offenders-guidance.pdf

Please note that this role is classed as regulated activity as it involves working directly with children and/or vulnerable adults. All short-listed candidates will be asked to



complete a criminal records self-declaration form prior to interview. Please note it is an offence to apply for this role if the applicant is barred from engaging in regulated activity relevant to children and the Charity has the right to respond appropriately.

We can only accept a Charity Application Form for this role. We are not able to accept CVs for any role. If you submit a CV it will not be reviewed. Please view our safer recruitment policy. Applicants should be aware that any relevant issues arising from their declarations and references will be addressed at interview.

Personal Specification

CRITERIA ESSENTIAL/DESIRABLE CRITERIA FOR THE ROLE & WHERE TO EVIDENCE		ESSENTIAL /DESIRABLE CRITERIA	EVIDENCE:
QUALIFICATIONS, EXPERIENCE & TRAINING			
1	GCSE grade C or above in English Language and Maths	E	A
2	Previous reception experience	E	A
3	Previous administration experience	E	A
4	Excellent ICT experience using Microsoft Office	E	A/I
5	Word processing and/or short hand experience or qualification	D	A
6	Experience of creating and maintaining spreadsheets	E	A/I
7	Experience in use of on-line systems	D	A
ABILITIES & SKILLS			
8	Excellent spoken and written communication skills	E	A/I
9	Positive, polite, customer focused attitude, with excellent customer service skills	E	A/I
10	Ability to act professionally at all times and conduct self with discretion	E	A/I
11	Demonstrates working knowledge and high regard to data protection and GDPR, with an understanding of confidentiality surrounding sensitive information regarding our staff, children, young people and their families	E	A/I
12	Excellent grammar skills, literacy and numeracy skills	E	A/I
13	Works in a methodical and well organised manner and able to prioritise work	E	A/I/R
14	Demonstrates attention to detail and able to work accurately and thoroughly	E	A/I/R
15	Able to relate well with young people/pupils, and all staff within the setting	E	A/I
16	Ability to work flexibly and is open to change	E	A/I/R
PERSONAL QUALITIES			
17	Enthusiastic and pro-active, with a positive outlook	E	A/I/R
18	Good people skills	E	A/I/R
19	Smart in appearance	E	I
20	Work as part of a team and independently	E	A/I
21	Demonstrates sensitivity and understanding	D	I
22	Willingness to complete further training	E	A/I

A = Application Form, I = Interview, R = Reference