



Receptionist - Bank – Casual Work

Salary:	£13.15 plus £1.59 in lieu of annual leave
Hours:	Zero hours contract – Flexible bank work “as and when”
Contract:	Bank Staff
Location:	Share Clapham Junction, 64 Altenburg Gardens, London, SW11 1JL
Reporting to:	Head of People and Culture

The role

As the Receptionist at our training centre for adults with learning disabilities and autism, you will be the friendly face of our charity and provide administrative support to the various functions in the organisation. You'll deliver a high standard of service to clients and visitors and will be a calm, welcoming presence to everyone you come in to contact with. Your duties will be a mixture of carrying out reception work, following health and safety guidelines and undertaking general administrative to support the smooth running of Share.

Who we are looking for

This is an exciting post for someone who is extremely organised, has excellent people skills and makes sure that things get done on time and to a high standard. We are looking for a conscientious person with excellent communication skills – written and verbal – who will be good at managing their own time and different priorities. You'll be a warm and friendly person who likes to interact with people and is confident in taking initiative when needed; you'll also enjoy working as part of a friendly and energetic team.

About us

At Share, we're passionate about supporting disabled people to set their own goals for learning and life, and then helping them to achieve their aspirations. The majority of our students are people with learning disabilities and/or autism. We offer a range of training, employment, personal development, and leisure opportunities. We are a dynamic organisation that needs to be nimble and versatile to adapt to people's needs. We're a happy place to work with an emphasis on growing our people at all levels.

Job description

Receptionist tasks

- Greet and welcome guests in the building; answer questions and offer information, direct to the appropriate staff member and show them around when needed. Keep signing-in records on a daily basis, filing them appropriately every week in line with GDPR guidance.
- Maintain office security by following safety procedures, controlling access via the reception desk, reporting hazards and keeping procedures and reception handbook up to date.
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Perform other clerical receptionist duties such as filing, photocopying, posting letters, signing for parcels and distributing post.
- Log student attendances on CiviCRM and call students and families to enquire about absences.

- Build positive rapport with students, drivers, parents, carers and travel buddies to ensure relationships are maintained with Share and student collections are safe.
- Raise any concerns or messages to appropriate staff members.
- Support student work experience on reception.
- Support at lunchtimes when needed.
- Help out in other ways that are reasonable.

Person Specification

The successful applicant for this role must:

- Have experience of working in a customer facing role, providing excellent customer service by being friendly, polite and confident in dealing with members of the public.
- Be able to demonstrate good administrative and MS office skills.
- Be a strong team-player who is friendly, reliable, helpful and doesn't get flustered easily.
- Have the ability to communicate positively with people at all levels inside and outside of the organisation, with excellent written and verbal skills.
- Use initiative and notice when things need doing.
- Be naturally self-motivated and conscientious, with the ability to work well with minimal supervision and adaptable to changing situations.
- Take pride in maintaining a clean and presentable personal appearance.
- Be able to inspire trust and confidence, behaving with integrity and honesty at all times and following through on the things you've said you'll do, to a high standard.
- Have a good understanding of the barriers disabled people face.

How to apply:

We actively encourage applications from people from minoritised ethnic communities and with lived experience of a learning disability and/or autism. This is because we believe our staff should reflect the diversity of our student body wherever possible in order to provide the best possible service.

Please apply at the bottom of this page by submitting your experience and answering the following questions:

- What are your top three qualities that make you an excellent receptionist?
- What would you do if someone came in who was very upset and angry?
- Can you tell us about a time when you were very busy and had to multitask? What was the situation and what did you do?

Please also complete our equal opportunities form, which you can download at the bottom of this page. Please send us the three documents to hadmin@sharecommunity.org.uk.

If you would like to have a chat about the role or visit us prior to applying, please contact a member of the HR team at hadmin@sharecommunity.org.uk.

We focus on ability and believe people work best when they feel valued, safe and happy. We do all that we can to make sure that Share is friendly and welcoming to everyone. All CVs and applications are sanitised to ensure unbiased recruitment, and if you make it to interview stage, some questions will be sent in advance. All disabled applicants who meet the minimum criteria will be offered an interview.

This job is subject to two satisfactory references, an enhanced DBS check and providing evidence of the right to work in the UK. If you are disabled and would like to discuss other ways of submitting your application, please contact us on 020 7924 2949.

We look forward to receiving your application.

