



WESTBOURNE PARK
BAPTIST CHURCH

Job Description

Job Title:	Lead Receptionist		
Location:	Westbourne Park Baptist Church	Job Number:	WPBC07
Level/Salary Range:	£22,115 per annum inclusive of inner London allowance National Pay scale spine point 7	Position Type:	Full time Permanent contract 37.5 hours per week
Reporting to:	Facilities and Resources Manager		
Date of advertisement:	14 th September 2018		
Closing date for applications:	Monday 1 st October 2018		

WPBC Mission Statement: To be building God's Kingdom wherever we are by Loving God and Loving People

JOB PURPOSE:

- To manage reception area, welcoming users to the building,
- To answer phones and take bookings, ensuring Facilities team have the information needed to prepare rooms.
- To supervise paid and volunteer Receptionists
- To offer pastoral support to staff team and users of the building.
- Provide administrative support to the Buildings Manager and Pastoral Team

The following competencies are expected to be delivered by the post holder:

COMPETENCY: COMMUNICATION

- Communicate the purpose of the building through personal sharing of the ethos and beliefs of Westbourne Park Baptist Church in daily work role
- Communicate with people who are using the church building, including members of the church, members of the community, users of the Children's Library, groups hiring rooms in the building, colleagues and co-workers, volunteers, managers and visitors, providing practical help and pastoral support when needed
- Answer phone calls, responding as required or taking accurate messages. Communicating messages to relevant person
- Deal courteously, efficiently and competently with everyone, offering confidentiality when required and when appropriate
- Utilise communication skills of listening, non-verbal skills and body language, questioning skills, written communication, electronic communication (emails, databases, electronic reports as requested)
- Utilise communication through interpreters/translators when needed
- Be fluent in spoken and written English
- Manage barriers to communication such as noise, lack of privacy, conflict, and the ability to hear, read or write through changing the environment or context, changing/modifying the form of communication, helping others with communication, simplifying the content or using communication aids
- Comply with relevant legislation, policies and procedures including Data Protection Policy and policies/guidance

COMPETENCY: PERSONAL AND PEOPLE DEVELOPMENT

- Take part in the development review process, identifying what you are doing well and areas for development
- Identify own learning needs and plan how to address them
- Participate in on-job learning, reflective practice, learning from others on the job, supervision, undertaking qualifications in the workplace
- Participate in e-learning and formal courses
- Evaluate the effectiveness of learning and its effects on own work
- Support others on work placements or work experience
- Comply with relevant legislation, policies and procedures
- Act as a mentor and role model to colleagues, professionally and spiritually
- Support people on work placements or work experience

COMPETENCY: HEALTH, SAFETY AND SECURITY

- Maintain good health, safety and security practices
- Implement the health and safety at work policy
- Ensure all accidents or incidents are reported
- Assist with evacuating the building during emergencies according to agreed processes
- Participate in practice exercises for emergencies
- Use security system and alarm appropriately

COMPETENCY: SERVICE IMPROVEMENT

- Participate in team discussion and staff meetings
- Share feedback received from building users regarding service improvement
- Review own and team practice in light of feedback
- Share constructive suggestions for improving the service
- Implement agreed recommendations
- Work closely with staff team and building users
- Provide training and development related to changes

COMPETENCY: QUALITY

- Work as an effective and responsible team member in arriving and leaving promptly and working effectively during agreed working hours
- Develop the necessary knowledge and skills needed for the role
- Identify issues at work and take action to remedy them
- Present a positive impression of the team and building
- React constructively to changing circumstances
- Recognise and respect the different roles that individuals have in the team
- Recognise, respect and promote the diversity of the team
- Support colleagues
- Take a shared approach to team work
- Understand own role in the team and wider organisation
- Ensure quality in health, safety and security, incidents, team working and workload

COMPETENCY: EQUALITY AND DIVERSITY

- Deliver work responsibilities in a way that promotes equality and values diversity, through language, behaviour, interactions with colleagues, users and visitors to the building
- Report any concerns to line manager

COMPETENCY: PROTECTION OF HEALTH AND WELLBEING

- Carry out risk assessments as requested
- Work within Safeguarding Children, Young People and Adults at Risk policy and procedure
- Attend Safeguarding training annually
- Comply with protection guidelines around environmental risk, health and safety at work, infection prevention and food hygiene and handling, and report any breaches

COMPETENCY: ESTATES AND FACILITIES – ENVIRONMENT AND BUILDING

- Deputise for Facilities and Resources Lead during periods of absence
- Assist with cleaning, clearing and emptying rubbish, removal and replacement of furniture when required
- Assist with replenishment of supplies when required
- Adhere to policies and procedures to guide work practice
- Report any issues to building manager
- Assist with security of the building, opening and closing the premises on occasions when required

COMPETENCY: DATA AND INFORMATION

- Comply with data protection policies
- Demonstrate high level IT skills
- Maintain systems to manage data and information required to manage the building, rent rooms, process payments, and maintain the building
- Provide reports when requested and in required format
- Ensure confidentiality in managing data and information processing
- Report and manage any breach in data processing and confidentiality
- Remove and archive data when it is no longer required for current use

COMPETENCY: PROCUREMENT AND COMMISSIONING

- Ensure required goods and supplies are available for the running of the building and its use
- Ensure products are appropriate, sufficient quality, cost effective and responsibly sourced
- Control stock of admin supplies and ensure usage is appropriate
- Resolve any issues with ordering/supply of goods appropriately
- Ensure goods and services are procured within budget

COMPETENCY: SERVICES AND PROJECT MANAGEMENT

- Ensure user requirements are obtained when taking bookings
- Communicate equipment required for booking to Facilities Team
- Welcome and facilitate events and meetings
- Provide administrative support to the staff team
- Prioritise and deal with the multiple tasks demanded of this role in a timely and organised attitude

Person Specification: Facilities Team

Essential or
Desirable

Qualifications and Education Requirements:	Educational certificates in English and Maths	Essential
	Educated to certificate level or equivalent experience in administration	Essential
	IT qualification	Essential
	Relevant certificates such as health and safety, fire safety, first aid	Desirable
Knowledge:	Knowledge of the mission of Westbourne Park Baptist Church and an ability to work within the ethos and mission of the church	Essential
	Knowledge of administrative procedures required for office management	Essential
	Knowledge of policies and procedures relevant to building management ie: fire safety: health and safety; COSHH guidance; manual handling	Desirable
Skills & Experience:	Able to communicate in spoken and written English language	Essential
	Experience of IT skills and keyboard skills	Essential
	Experience of communication skills in managing conversations	Essential
	Experience of working in a team, being accountable to line manager and able to work with direction	Essential
	Experience of reception and administrative work	Essential
	Experience of assisting people with queries and concerns	Essential
	Experience of line management	Essential
	Evidence of being able to problem solve and respond with changes	Essential
	Evidence of taking responsibility for own professional development	Essential
	Experience of offering pastoral support to colleagues and users of premises	Essential
	Experience of managing health and safety compliance and carrying out risk assessments	Desirable
	Experience of gaining feedback from customers or clients	Desirable
	Experience of supporting junior team members and work experience students	Desirable
	Able to physically carry out the role, with reasonable adaptations if necessary	Essential