

Job Description



I. JOB PROFILE

Post	Receptionist/Donated Goods Co-ordinator -Coventry
Term	Permanent Position
Salary	£17,500
Pension	Auto enrolment into a Group Pension Scheme or other qualifying pension scheme of the employee's choice. Employer contribution @ 7% of annual salary.
Leave Entitlement	<p>Annual Leave - 25 days per annum plus eight statutory days. An additional 2 days per annum are awarded after 2 full years in service & an additional 3 days after 5 full years in service.</p> <p>Sick Leave - In addition the statutory minimum entitlement the organisation will pay full pay for up to five working days in the first 13 weeks of service. Thereafter entitled will be up to 30 working days paid leave in a 12 month rolling period.</p> <p>Other Leave – Enhanced Maternity Leave, Paternity Leave and Carer's Leave (see Contract of Employment for further details).</p>
Other	<p>NB all entitlements are pro-rata for part-time staff</p> <ul style="list-style-type: none"> • The post is subject to a probationary period of six months which may be extended in exceptional circumstances • Flexible working is in operation • Death in service insurance • Health benefits
Hours	37.5 hours per week
Reporting to:	Operations Manager
Job Location	Office base is Oakwood House, Cheylsmore, Coventry, CV1 2HL.
Approved by:	Chief Executive
Date Reviewed / Approved	01/07/2019

2. MAIN PURPOSE OF JOB:

As part of a team, provide and maintain:

- a) A high quality, effective, client focused reception service
- b) Support and supervise volunteer reception workers
- c) Co-ordinate donations from the public
- d) To be first point of contact for the organisation

3. MAIN DUTIES AND RESPONSIBILITIES

- a) To provide an excellent client focused reception service, maintaining positive relationships with clients , public and external agencies
- b) To keep and maintain records or databases as requested
- c) To supervise and coordinate volunteer receptionists
- d) Adopt a flexible, responsive and problem solving approach to the reception service, where service to the client is paramount and to support colleagues within the organisation

- e) Adhere to policies laid down by Cyrenians in relation to administration and file management and maintenance
- f) To coordinate collection and storage of donations from members of the public
- g) To take service charge payments and record transactions as per procedure
- h) Other admin tasks as required

4. OTHER

- a) Ensure that all duties are carried out in a professional manner and in accordance with the guidelines and policies of Coventry Cyrenians.
- b) Take responsibility for the health and safety of yourself and others whilst at work and ensure the health and safety of colleagues and/or visitors.
- c) Attend training courses, supervision sessions and meetings as required.
- d) Assist in the induction of new staff as requested.
- e) Carry out such duties as may be commensurate with the post as agreed by line managers.

PERSON SPECIFICATION

Reception/Donated Goods Coordinator

AREA	REQUIREMENT/QUALIFICATION (E = Essential; D = Desirable)	E	D	HOW IDENTIFIED
Education	A GCSE pass level in Maths and English as a minimum.	<input checked="" type="checkbox"/>		Certification Certification or interview
Experience	Previous experience of working in a customer facing environment	<input checked="" type="checkbox"/>		Application and Reference
Knowledge	An understanding of issues around homelessness	<input checked="" type="checkbox"/>		Application & Interview
Skills & Abilities	Ability to cope in crisis situations Ability to work on own initiative Ability to work in and adapt to a changing environment Good communication skills Good administrative, recording and reporting skills A good standard of numeracy and literacy Ability to work as an effective member of a team Ability to present in a professional manner Have a flexible, positive and solution orientated approach to work Computer literacy to include word processing and spreadsheet Self-motivated, able to work independently and on own initiative and able to organise own workload	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		Application & Interview
Attitudes & Values	A commitment to deliver to individual and organisational targets Empathy with the aims and values of the organisation Commitment to continuous improvement including own professional development Commitment to principles of Equal Opportunities Have a committed attitude to Health and Safety	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Application & Interview

Due to the nature of this post it is subject to a Disclosure and Barring Service (DBS), criminal records check.