**Receptionist (Colchester) Job Description**

**Role Title:** Receptionist

**Location:** Colchester

Salary: £9.50ph 25 Hours per week

Hours of work: M – F 3pm – 8pm

**About YMCA Essex:**

YMCA Essex enables people to develop their full potential in mind, body and spirit. We create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

As our receptionist, you will help us offer the very best service to our young people and guests, while supporting our Housing Officers and Managers. You will do this by meeting and greeting residents and visitors, responding to all initial queries whether over the telephone or face-to-face and undertake admin tasks to support effective delivery of our services.

**Main requirements:**

* Making and receiving telephone calls and emails
* Handling cash transactions using an electronic till
* Greeting residents and guests upon arrival and signing people in and out.
* General reception and administration duties – printing, photocopying, updating basic paperwork
* Taking repair requests
* Talking to residents if they want to chat
* Lone working at times between 4pm – 8pm
* Always creating a welcoming and professional impression

**You will also need:**

* The ability to always be courteous and attentive
* Good IT skills
* A fantastic telephone manner and ability to offer first contact resolution or redirect enquiries to the right service
* Previous experience working face to face with the public would be an advantage.
* Be adept at balancing a variety of priorities to achieve targets.
* Have excellent networking and relationship building skills
* Be a strong and confident communicator at all levels
* Have strong organisational and administrative skills

**Skills and Experience Required:**

* A genuine enthusiasm for the work of YMCA Essex
* Organised and decisive
* Approachable
* Smart appearance
* Outgoing
* Polite and able to adapt to surroundings
* Flexible and calm
* Knowledgeable on the services the YMCA offers (although training will be given)

We are an equal opportunities employer and welcome applications from all sections of the community. We value diversity and promote inclusion, which we demonstrate through our activities, as well as in our policies and working practices. Reinforced by our culture and values, we seek to create an inspiring and inclusive place to work.

***YMCA Essex requires all staff and volunteers to be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and to respond proactively to safeguarding concerns.***

Date created: 13 October 2021