

Job Description



Job title:	Morning Receptionist		
Location:	The Kerith Centre		
Hours of work:	9.00am – 1.30pm (additional afternoon shift cover if required)		
Department:	Operations		
Reporting to:	Human Resources Manager		
Salary:	£10,530 (£16,380 FTE)	Band:	Support

Job purpose

To provide a professional, warm and courteous welcome to all users of Kerith Community Church and carry out administration duties to assist the Operations Department and Senior Management Team.

Main duties

1. Welcome

- Receive all visitors – accepting them as they are - and signposting them to ensure they receive the best response to their query.
- Ensure all visitors sign in and out when entering/leaving the building.
- Inform Pastoral/Social Justice team immediately in the event of a person who is needy or in distress entering the building, to ensure a swift, appropriate response.
- Provide refreshments if required.
- Direct Foodbank clients to Foodbank team.

2. Telephone

- Receive all incoming calls and co-ordinate and re-direct the best response to the query.
- Responsibility for forwarding messages from voicemail system.
- Ensure the Mitel Extension List is kept up-to-date.

3. Administration

- Receive and check all deliveries, date stamp them and notify relevant ministry of their arrival and the need for their swift collection.
- Process room and event bookings and e-mail the relevant teams for planning purposes and approval.
- Assist in any online booking queries.
- Check all emails received on “info@kerith” and respond to enquiry or forward on to necessary ministry teams.
- Assist Foodbank team with occasional administration tasks. Receive donations ensuring they are labelled with donor’s details and pack into Foodbank boxes/cupboard. Issue out of hours Foodbank parcels if necessary.
- Prayer Room: manage Prayer Room bookings and change entry code on a weekly basis.
- Sparklers: Collect money tins and register.
- Sunday Numbers: Record details on Church Metrics. Ensure all Sunday feedback is scanned and sent to the relevant people.
- Process bookshop transactions when required.

4. Building

- Tidy Reception area on arrival and ensure Site Services Team is aware of any urgent “front of house” issues. Unlock and open front doors at 09:30am and set to automatic mode. Turn foyer lights and heaters on, if required.
- Prepare Reception coffee area, with fresh milk and supplies.
- Collect iPads from the server room and ensure they are charged.
- Regularly sort Lost Property and keep the area tidy.

5. Course Administration

- Assist ministry overseers where necessary in ChurchApp course applications.
- Assist course leaders with placing flyers/sign-up forms at display point and ensure Sandhurst / Windsor / West Wight sites have stock.

6. Additional Administration

- Process sundries order form and input details onto the sundries budget spreadsheet. Send to the Finance department on a quarterly basis.
- Recharge sundries to the appropriate ministry.
- Basic administration and secretarial duties as requested by the Human Resources Manager or Operations Director.

Any other tasks reasonably requested by your line manager.

Person specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none">• First Aid qualification
Experience		<ul style="list-style-type: none">• Previous experience of working in a church or front of house environment, preferably with a Charity
Knowledge	<ul style="list-style-type: none">• Good working knowledge of MS Office (Word, Excel and Outlook)	<ul style="list-style-type: none">• Understanding of front of house operations and ministry work within the Church
Skills	<ul style="list-style-type: none">• Strong boundaries• Good communication skills• Diplomacy• Ability to prioritise tasks	<ul style="list-style-type: none">• Ability to work on your own and as part of a team• Ability to be diplomatic, sympathetic and a good listener• Ability to be creative and spontaneous in solving problems• Good telephone skills
Attitude	<ul style="list-style-type: none">• Friendly and helpful, willing to assist in all areas and achieve positive outcomes• Warm and welcoming disposition	<ul style="list-style-type: none">• Flexible and understanding to constantly changing situations