

DIOCESE OF SALFORD

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| Job Title: | Receptionist | | |
| Department: | Office of the Chief Operating Officer | | |
| Reports to (job title): | PA/Senior Administrator – COO Office | | |
| Accountable to: | Diocesan Project Manager | | |
| Responsible for: | No line management responsibility | | |
| Key Relationships: | Operations team, Bookshop team | | |
| Location: | Cathedral Centre, 3 Ford Street, Salford, M3 6DP | Travel Required: | No |
| Level/Salary Range: | £20,000 - £22,000 per annum | Position Type: | Full-time, permanent. |
| Hours of Work: | 35 hours per week, 8.30am-4.30pm Monday to Friday. Some flexibility may be required as the role demands. | Holidays | 25 days plus UK statutory bank holidays plus 5 diocesan closure days per annum. |

Overview and Job Purpose:

The Receptionist is a vital and pivotal part of the everyday workings of the Cathedral Centre. They will provide the highest standards of reception to employees and the large number and wide variety of visitors, contractors and personnel to the Cathedral Centre and the estate as a whole.

Job Description:

The Receptionist will:

- Manage the Reception function:
 - Provide a warm and courteous reception to employees and the wide array of visitors to Diocesan Departments through the monitoring of access control policies and systems.
 - Issue visitor passes, maintain appropriate security records and contact members of staff to notify of visitor arrival.
 - Maintain an effective filing system.
 - Direct personnel, visitors, and guests to meeting rooms, the bookshop, and the café.
 - Ensure the provision of highly efficient telephony services in order to receive a high volume of incoming calls and transfer them through integrated software-based telecoms system.
 - Record messages for Diocesan Departments and other colleagues who are unavailable and distribute messages via the internal IT network.
 - Monitor the car parking facilities.
 - Order travel tickets online and communicate with departments for necessary recharging purposes.
 - Compile monthly printer/copier data for the finance department.

- Update contact lists for key contacts.
- Provide first level response for IT queries from members of the clergy and parish-based staff.
- **Manage conference bookings and catering services:**
 - Ensure the efficient administration of large meetings and conferences through the use of integrated IT solutions, including the use of multi-operator calendar functions and be responsible for informing housekeeping staff and caterers of final arrangements.
 - Manage the BMS system for heating conferences out of hours.
 - Liaise with operations team colleagues to update them on matters and inform them of last-minute room changes.
 - Print and send the order forms for the Cathedral Centre café.
 - Liaise with the finance team for any external invoices that may need to be raised.
- **Prepare all mail:**
 - Ensure the smooth running of the reception function including the distribution and allocation of post, deliveries, and other materials.
 - Frank and prepare all post for daily collection.
 - Prepare monthly Franking Machine postage statistics and maintain and update the accounts spreadsheet.
- **Health and Safety**
 - Ensure all contractors and tradespeople complete a permit to work form, are issued with and return any contractor passes and contact operations team colleagues to guide or accompany them around the campus.
 - Conduct a weekly fire alarm test with operations team and maintain up to date records.
 - Ensure the maintenance of the reception facilities and equipment including the franking machine and CCTV cameras and contact engineers when necessary.
 - Comply with all relevant statutory Health and Safety Policies and Procedures and act as a Fire Warden or First Aider in the event of an emergency (subject to the appropriate training)
 - Update the security system and create passes for contractors and new members of staff.

Other duties commensurate with the role as instructed by your line manager.

PERSON SPECIFICATION

| | <i>Essential</i> | <i>Desirable</i> |
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| Qualifications and training: | <ul style="list-style-type: none"> ● GCSE level qualification in Maths and English. ● Willingness to undertake a first aid training course and act as a first aider. | <ul style="list-style-type: none"> ● Educated to A Level Standard or further college education in customer services. |

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| | <ul style="list-style-type: none"> • Willing to train and act as a fire warden. | |
| Experience: | <ul style="list-style-type: none"> • Experience using computers. • Experience using Microsoft Office products (Word, Excel, and Outlook). | <ul style="list-style-type: none"> • Experience of supervising a busy reception facility. |
| Knowledge, skills, and abilities: | <ul style="list-style-type: none"> • Excellent IT skills and able to use software-based telecoms systems. • Ability to work independently and as part of a team. • Ability to work on multiple projects simultaneously. • Able to co-ordinate and supervise other personnel. • Able to correctly prioritise tasks. | <ul style="list-style-type: none"> • Understand the necessity for confidentiality and discretion. • Able to maintain accurate records and messages electronically. • Ability to work under pressure. |
| Personal qualities: | <ul style="list-style-type: none"> • Strong interpersonal skills with the ability to deal with a diverse range of visitors. • Excellent organisational and administrative skills. • High level of communication skills, including written and spoken communication. • Professional and courteous at all times. | <ul style="list-style-type: none"> • Willingness to learn new skills and rise to new challenges. • The persistence to work hard to achieve the best possible outcome. |
| Other requirements: | <ul style="list-style-type: none"> • This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service. • All employees of the Diocese are expected to work to promote the safeguarding of vulnerable groups. • Flexible in approach to hours of work. • Willing to take responsibility for own training and self-development. | <ul style="list-style-type: none"> • An understanding of the organisation, culture, and ethos of the Roman Catholic Church. |

The above description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It may be amended from time to time, after consultation with the post holder. Any changes will be agreed in conjunction with the Head of Department.

Other Information:

References and Reports

- Two professional references will be required.
- This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service and all employees of the Diocese are expected to work to promote the safeguarding of vulnerable groups.

Prospective candidates must understand that the Diocese of Salford is a charity with a religious ethos based upon and with the intention of ensuring the legal and canonical obligations of the Bishop and Trustees are met. This role is of sufficient profile and impact within our organisation to require that the successful candidate will be sympathetic to the aims and the ideals of the Catholic Church.

Health and Safety: All employees are required to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

Confidentiality: During their employment, the post holder may gain knowledge of confidential matters which may include personal or business-related matters. Such information must be considered with high levels of confidentiality and must not be discussed or disclosed. Failure to observe confidentiality could lead to disciplinary action.

Data Protection: Where it is a requirement of the role, the post holder will have access to computers and other information technology. He/she will be required to ensure that appropriate security procedures are followed and that confidential information such as passwords are not communicated to unauthorised individuals.

Safeguarding: The Diocese of Salford is committed to safeguarding all children and vulnerable groups at risk within its community. The Diocese aims to embed a culture of safeguarding to prevent abuse and to provide support to individuals who have been hurt by abuse, taking the necessary actions to reduce the likelihood of further harm. All diocesan employees are expected to contribute to the creation of a safe environment, challenge inappropriate behaviours and report concerns in line with procedures.

In fulfilling the duties of this role, the post holder may come into contact with children or vulnerable adults. Therefore, they must adhere to diocesan safeguarding procedures.

Probationary period: This position is subject to completion of an initial probationary period of six months.

All Diocesan employees are always expected to work with the highest standards of conduct. Maintaining the respect and dignity for colleagues, clergy and visitors is essential. Employees are also expected to support the creation of a warm, pleasant, and hospitable working environment.

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| Compiled By: | Chief Operating Officer | Date: | June 2021 |
| Reviewed By: | HR | Date: | June 2021 |

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| I accept and agree with the details contained in this job description. | | | |
| Signed by Employee: | | Date: | |
| Signed by Employer: | | Date: | |

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| I hereby declare that I have received and understood the procedures on how to deal with allegations or concerns of abuse and will comply with the Church's Safeguarding Policies and Procedures https://www.csas.uk.net/procedures-manual/ | | | |
| Print Name: | | Date: | |
| Signature: | | Department: | |

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