

## Job Description & Person Specification



### Receptionist

Rose Road is a Southampton-based charity that since 1952 has been supporting children and young people with complex disabilities and care needs, and their families, from across Hampshire and surrounding areas. We provide overnight short respite breaks, on-site and community-based day services, flexible outreach support and at-home care, and SEN advice services.

To apply, go to [www.roseroad.org.uk/jobs](http://www.roseroad.org.uk/jobs)

Role:	Receptionist
Responsible to:	Central Services Coordinator
Hours:	8:30-3:30pm – 3 days a week during term time and 5 days a week during school holidays – Monday to Friday <b>This role will be a temporary to permanent role, subject to an initial trial period, to determine if this is a workable job share arrangement.</b>
Location:	Bradbury Centre
Salary:	£12.71 per hour
Closing date:	Friday 5 <sup>th</sup> June

Job Description	
Summary:	As the Receptionist you will support the whole organisation with Reception tasks as required and you will be an active member of the Central Services team supporting the Association.
Role specific tasks and responsibilities	<ul style="list-style-type: none"><li>• High quality support regarding cash handling, post, letters, general email communication, answering telephone calls and welcoming visitors in a professional way and in accordance with our visitor policy.</li><li>• Maintenance of the visitor's system.</li><li>• Managing the Associations parking system.</li><li>• Organising reception cover.</li><li>• To be responsible for carrying out specific tasks in the event of a fire.</li><li>• Maintain the Association's ordering system. This includes ensuring equipment requests are authorised, ordering equipment as per requests and stationery needs and requests, checking deliveries, managing stock, responding to queries and coordinating paperwork with the accounts department. To take deliveries and ensure appropriate and timely distribution of goods received.</li><li>• To manage facilities bookings, which includes being the first point of contact for external clients, taking enquiries and providing information logging, bookings on appropriate software, distributing information to other departments and invoicing for facility usage.</li><li>• Ensure the reception area presents a positive image of the Association, engaging with visitors and tradespeople in a positive</li></ul>

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	<p>and informative way. Promote Rose Road events and facilities to visitors.</p> <ul style="list-style-type: none"> <li>• Responsibility for Association notice boards, updating posters and removing out of date information.</li> <li>• Meeting and greeting trainers, facilitating room set ups for training sessions and collating training registers.</li> <li>• To be an active member of the Central Services team, taking on additional tasks as required.</li> </ul>
<b>DBS check needed?</b>	This role is subject to an Enhanced Disclosure by the Disclosure & Barring Service
<b>Required qualifications</b>	GCSE grade C or above in English or equivalent
<b>Benefits</b>	<p>The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervisions, wellbeing check ins and an annual appraisal.</p> <p>All staff also receive the following:</p> <ul style="list-style-type: none"> <li>• 26 days annual leave per annum, rising to 29 days after five years' continuous service</li> <li>• Contributory pension scheme</li> <li>• Comprehensive Training and Development with opportunities to progress</li> <li>• Employee Assistance Programme</li> </ul>

### Person Specification – what we need from you

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Excellent telephone manner</li> <li>• Previous reception or admin experience</li> <li>• Excellent customer care skills</li> <li>• Excellent communication skills, written and oral</li> <li>• Ability to work in a small busy team</li> <li>• Ability to work on own initiative</li> <li>• Good organisational and time management skills</li> <li>• Experience of Microsoft packages</li> <li>• Ability to work alongside /help manage volunteers</li> <li>• Positive and enthusiastic about areas of responsibilities</li> <li>• Ability to maintain confidentiality</li> <li>• Be respectful, demonstrate anti-discriminatory practice and a positive attitude to promoting equal opportunities for staff by being consistent and fair</li> <li>• Be flexible and customer focused</li> </ul>	

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<ul style="list-style-type: none"><li>• Convey professionalism of the Association at all times</li></ul>	
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#### Our Values & Expected Behaviours



Our focus is always on the children and young people we support, as well as their families, our employees and volunteers. Our Values are essential in providing a moral compass that guides actions and decisions, creating a shared culture, establishing trust, driving strategic direction, and infusing the organisation with meaning and purpose.

**We are Trustworthy** - We build trust with the children, young people, and families we support – as well as our partners - by being dependable, reliable, and accountable in all that we do.

**We are Kind** - We understand and value the unique needs of the people that we support. Providing care and support with compassion and empathy.

**We are Open & Honest** - We foster an honest and open-minded culture and are transparent in both our decision making and communication.

**We are Forward Thinking** - We are committed to providing the highest quality of care, constantly seeking new, collaborative, and creative ways to deliver our services– encouraging everyone to be ambitious and to achieve their goals.

**We are Professional** - Flexible and agile in our approach, we uphold the highest professional standards to meet the needs of our children, young people, and their families.