

Job Description - Evening Building Receptionist

Reporting to	Disability Services Manager
Service Area	Children & Young People (CYP) – Disability Services
Location	YMCA Sovereign Centre, Slipshatch Road, Reigate. RH2 8HA
Hours of work	23 hours per week, typically 4:30-9:00pm Monday – Friday, 43 weeks per year + 2 Saturday per month 8am-5pm (including 30m unpaid break)
Holidays	Five weeks Annual Leave plus bank holidays. Holidays increase after two years' service to a maximum of six weeks after six years' service. The holiday year runs from 1st April to 31st March each year. (Pro-rata depending on working hours)
Probation Period	6 months
Contract Type	Permanent / Part-time
Grade and Salary	£13.45ph Pro-rata: £16,045 per annum

About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

Children and Young People (CYP)

YMCA East Surrey believes in children and young people and seeks to offer inclusive services and activities that support them to make the best start in life by staying safe, being healthy, enjoying and achieving, and making a positive contribution to society. We work with over 9,000 children and young people every year. In FY27 budgeted income was more than £5.4 million – 64% of YMCA East Surrey's total income.

Children and Young People has four service areas:

Youth and Family Services – including Family Centres offering targeted and early intervention support, centre based and detached youth work.

Childcare and Children's Activities – including Pre-schools, out of school childcare, sports and recreation, creche and parties.

Emotional Wellbeing and Mental Health – including one-to-one and group therapeutic services in schools and community settings.

Disability Services – including Short Breaks respite play and youth clubs, LifeWorks Alternative Education Provision and Face2Face parent/carer support

Job Purpose

To undertake a range of duties to ensure the safe and smooth running of all services/activities running at our busy centre whilst on duty. As a **Building Receptionist**, you will be responsible for open and close of the building and the administration of building support tasks, including, bookings, ordering of equipment and food safety checks. You will cover reception and deal with general enquiries and any needs of our users. A good service ethos is essential, ability to work using your own initiative and a can do, proactive, energetic attitude towards your work and people is a must.

Key Responsibilities

Building Receptionist

1. Opening and closing of the Sovereign Centre and ensure the safety of the area in adherence with YMCA procedures.
2. To ensure Health & Safety procedures are followed, i.e. fire evacuation, safety of facility users, assisting with any accidents that occur and giving first aid if needed.
3. To follow YMCA safeguarding policy to ensure that vulnerable adults and young people are properly protected.
4. Setting up/down rooms for hire including equipment, checking for damage and ensure it is safe to use.
5. Overseeing rooms and facilities, general tidying and ensure all areas are safe including storage and outside spaces.
6. Assisting with reception duties including taking payments for activities, answering visitor enquiries and promoting YMCA services.
7. Answering the telephone and deal with enquiries or forwarding on to appropriate Team.
8. Complete food safety and hygiene checks, maintaining records as required.
9. Fire warden duties.
10. Dealing with any incidents whilst on duty and recording on My Concern.
11. Help ensure that the main office and reception area operates, at all times, to the highest possible professional standard.
12. Ensure the visitor policy is complied with, safe entries of visitors or contactors, recording and issue of badges and door fobs.
13. Supporting YMCA Teams with any building enquires while running in the centre.
14. Act as concierge as necessary.

Building Administration

1. Identifying any maintenance needs and logging requests, progressing outstanding works and overseeing any works being undertaken when on site.
2. Maintain supplies of the centre's cleaning and household products by running efficient stock control and cost-effective purchasing of supplies.
3. Re-stocking and purchasing of first aid supplies, keeping all kits full and in date.
4. Supporting Hirers with enquiries, agreements and dealing with bookings.
5. Maintain the Sovereign Centre calendar for all bookings.
6. Complete building inductions, maintain key presses and up to date key holder list.
7. Ensuring DO pack, PEEP forms and building risk assessments are reviewed and kept up to date.
8. Create, fill and distribution of monthly DO rota for the centre.
9. Keeping Sovereign building paperwork and on-line folders safe, secure and up to date.
10. To support and promote all services which run from centre as required.
11. Monitor and manage lost property items.

General

- a. Represent YMCA with professionalism and compassion, maintaining a positive and inclusive public image at all times
- b. Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role
- c. Take responsibility for your own health and safety and that of others, reporting any risk promptly
- d. Work within YMCAES policies and adhere to the terms outlined within them

Key Working Relationships

- All visitors, Hirers and Service users of the Centre – Provide a friendly welcome to all visitors that reflects positively the YMCA's ethos of concern and welcome for all. Communicate effectively to deal with incoming enquiries via telephone or face to face for the Centre and signpost to wider YMCA teams. Promote services of the YMCA.
- Colleagues – co-operate on safeguarding, health and safety and building enquiries. Work collaboratively with the Disability Services Team and offer admin support where requested.
- External Providers and agencies – effectively communicate and build a professional working relationship. Promote services of the YMCA.

Scope of the Role and Limits of Authority

Specialist Resources:

- Maintain external Hirer contact details and booking forms.
- Building maintenance records, including health & safety checks and records.
- Use of organisational IT systems including Logit, My Concern and training platforms.

Financial Resources

- Receiving payments and safe recording of receipts.
- Ordering of building resources and equipment.

Information and Communication Resources

- Maintain and file building visitor records
- Replenish of reception resources and flyers

Material Assets

- Monitor the Centres resources, cleaning material, first Aid, food hygiene equipment ensuring sufficient stock is maintained for operational needs.

Delegated Responsibilities and Authority Limits:

- Responsibility to escalate any serious incidents, complaints, or operational issues to the Disability Manager immediately.
- Duty Officer as a lone worker responsible for safe running of building, opening and closing the building.

Legal Regulatory and compliance responsibility

- Represent YMCA with professionalism and compassion, maintaining a positive and inclusive public image at all times
- Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role.
- Take responsibility for your own health and safety and that of others, reporting any risk promptly.
- Work within YMCAES policies and adhere to the terms outlined within them.
- Undertake any other duties and responsibilities reasonably requested by Disability Services or CYP Management.
- Ensure compliance with Safeguarding legislation and organisational safeguarding policies and follow guidance from relevant regulatory bodies as required.
- Ensure compliance with UK GDPR and organisational data protection policies at all times.

Person Specification

	Essential	Desirable
Education and Qualifications	• First Aider (willingness to Complete) • Basic health & safety knowledge, including COSHH and manual handling. • Safeguarding Adults & children.	• Crisis prevention training. • Food safety & hygiene. • Fire Warden
Knowledge and Experience	• Experience of having building support role for a busy building or Community Centre. • Experience of working in a customer facing environment.	• Lived or work experience of working with children and Adults with disability or additional needs. • Experience of acting as a Duty Officer.
Key Skills and Abilities	• Excellent customer services skills. • Knowledge and experience of Safeguarding Children and Adults at Risk legislation and practice. • Proficient in a number of IT packages including Shre Point, Microsoft Outlook, Word and Exel. • Being approachable and building rapport with Parent Carers whilst maintaining professional boundaries. • Good organisation skills and record keeping. • Strong written and verbal communication skills	
Personal Attributes	• Commitment to equality, diversity and inclusion in all aspects of work and understanding of how it applies to own role • Values collaboration and respect for different perspectives • Open to learning and continuous development. • Ability to work independently. Demonstrate a positive attitude and lead by example. • Be able to remain calm in a crisis and handle difficult situations.	
Other	• Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders. • Flexibility to occasionally work outside standard hours, including daytime, when necessary, with advance notice and support provided.	

Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in this job description

Name:

Date:

Signed: