

Dear Applicant

RECEPTIONIST / BUSINESS SUPPORT ASSISTANT

Thank you for your interest in the above position.

Full details of the position are included here. An application form is available for download from our website at www.ymcadoncaster.org.uk

We also encourage you to read our website and find out more about us and our work.

Submitting Your Application

All applications must be on the YMCA Doncaster application form. CVs and other forms of application will not be considered.

By Post:
Lee-Ann Clark
YMCA Doncaster
Wood Street
Doncaster DN1 3LH

By Email:
lee-ann.clark@doncasterymca.org.uk

If sending via email, your application must be in PDF or Word. Please do not send skydrive links or similar.

Closing Date and Selection

We are looking to appoint as soon as possible. Please apply as soon as you are able to do so.

Shortlisting is based on our Person Specification (see page 3 of this pack), and your application should include clear examples of how you meet each of our criteria.

Please note that we are only able to contact shortlisted candidates. If you do not hear from us within three weeks of applying, you've unfortunately not been successful on this occasion.

Questions

We ask that all potential candidates read the information here, and on our website at www.ymcadoncaster.org.uk

If you are considering making an application yourself, and you've not been able to find the answer to your query by reading the information provided here and on our website, please email your question to lee-ann.clark@doncasterymca.org.uk

Direct applications only - strictly no recruitment agencies

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create inclusive and energising communities where young people can truly belong, contribute and thrive.

Application Details – RECEPTIONIST / BUSINESS SUPPORT ASSISTANT

Job Purpose

To take responsibility for the YMCA Community Centre, and particularly the reception area. You will be expected to assist with maximising unrestricted income from our business activities, providing a high level of customer service to a range of people.

Main Responsibilities

- To ensure that the Community Centre is opened and closed according to set procedures.
- To greet all visitors and telephone callers, establish their needs, resolve queries and / or direct them in accordance with written instructions.
- To take responsibility for incoming and outgoing post systems.
- To ensure that supplies of stationery, publicity material and other provisions are adequate.
- To take responsibility for receipting and banking a range of cash and other payments, and to maintain accurate records.
- To administer reference and background checks for potential clients and volunteers.
- To provide administrative support for key areas by agreement with the Line Manager.
- To carry out research tasks and reporting.
- To ensure that premises are safe, secure and harmonious through conducting pro-active patrols.
- To deal with difficult users, visitors and others in accordance with YMCA procedures.
- To organise and provide refreshments for official visitors and external room hire groups, and to contribute to other catering provision as required.
- To assist with external room hire groups' enquiries.
- To organise rooms for internal and external use, including moving furniture and equipment safely.
- To ensure that the kitchen, rooms and communal areas are clean, tidy and safe.
- To undertake or oversee emergency repairs.
- To work independently within set procedures.
- To develop and maintain effective professional relationships with members, users and other staff, and to maintain absolute confidentiality at all times.
- To support other members of staff and to cover their duties where necessary in the case of holidays, sickness or other absence, in some cases at very short notice.
- To represent the Association positively in all relationships, both internal and external.
- To work within the policies and procedures of YMCA Doncaster.
- Other reasonable duties as required from time to time by the Line Manager.



Person Specification – RECEPTIONIST / BUSINESS SUPPORT ASSISTANT

Please Note

This is the most important part of the Application Pack. Our selection will be based on the criteria here.

As part of your application, we ask you to list the criteria and explain how you meet each point.

- A minimum of 5 GCSEs at C or above, 5 O Levels at C or above or a relevant qualification in administration or office services.
- Recent experience of working in a customer service, administrative or similar role.
- Experience of working alone without supervision and taking responsibility for an area of work.
- Strong administrative and organisational skills, including an ability to work efficiently and accurately.
- Able to use Microsoft Word and Excel effectively.
- Comfortable with financial and number work and able to take responsibility for handling money.
- Able to communicate clearly, sensitively and professionally in writing, on the telephone and in person with a broad range of individuals.
- Able to respect confidentiality, particularly when dealing with client information.
- Experience of reacting appropriately in challenging situations.
- Able to move furniture and other equipment in accordance with safety procedures.
- Able to carry out monitoring patrols across indoor and outdoor areas, including three floors and two stairways.
- Able to represent the Association positively and professionally.
- Willingness to act as a keyholder and take responsibility for the building.



Main Terms and Conditions of Employment – RECEPTIONIST / BUSINESS SUPPORT ASSISTANT

Rate of Pay

£8.50 per hour. Paid weekly in arrears. Agreed overtime paid at the normal hourly rate.

Pension Arrangements

A stakeholder pension scheme is available. Following the probationary period, a matching contribution of up to 3% is available from the YMCA.

Hours of Work

8.45am to 5pm Monday to Friday, plus up to eight Saturdays per year.

For sessions of six hours or more, a half hour unpaid break will be included.

Alternative hours of work may be needed from time to time to cover training days, meetings and other events notified in advance.

Paid Leave Entitlement

5.6 average working weeks per year rising to 6.6 over five years.

No more than two consecutive weeks can normally be taken together. All applications for leave must be submitted in advance and are subject to acceptance according to the operational needs of the YMCA. The holiday year runs from the start of October each year. Any member of staff starting or leaving part way through the holiday year will have a pro-rata holiday allocation.

Conditions of Appointment

The appointment is subject to

- A medical declaration.
- A probationary period of six months
- A Disclosure from the Disclosure and Barring Service.
- Two satisfactory references, one of which must be from the current or most recent employer. We expect references to cover the most recent three years' employment history as a minimum.

