



WINCANTON COMMUNITY VENTURE

THE BALSAM CENTRE
BALSAM PARK
WINCANTON
SOMERSET
BA9 9HB

JOB DESCRIPTION

Wincanton Community Venture provides a Healthy Living Centre for the people of Wincanton and the surrounding rural area.

Its aim is to improve the quality of life for those who are socially or geographically isolated and who need the benefits of opportunity, support or guidance.

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| Job Title | Receptionist for Maternity Cover |
| Responsible to | Centre Manager |
| Work Base | The Balsam Centre |
| Hours | 23 hrs per week 8.45 – 5.00 Monday & Wednesday 8.45 – 4.30 Friday |
| Salary | £21,400 pro rata |

Main Purpose of Job:

The Senior Receptionist has a key role at The Balsam Centre liaising between Centre users and the project team. The person will be based in Reception and will be responsible for the day to day running of Reception. We are looking for a confident person, able to create a calm, friendly, and welcoming 'front of house' environment.

Main Responsibilities and Duties:

- Take responsibility for Reception including answering telephone calls, meeting, greeting and directing visitors/users of the Centre.
- Manage and update booking diary and booking administration processes including production of invoices and receipt of money.
- Sort and distribute incoming post and deliveries and dispatch outgoing post
- Set up rooms for community groups and sessional users.
- Register people on to Centre organised courses, liaison with tutors and attendees before and throughout course and administer course payments.
- Ensure users' room requirements e.g., equipment and refreshments are met efficiently and quickly.
- Ensure reception area is tidy and posters and displays are in date.
- Ensure evening and weekend bookings are catered for and provisions are made for opening and closing of the building.

- Hold and update master key set and entry codes.
- Order stationery, cleaning and tea and coffee supplies.
- Maintain office equipment including photocopier and oversee internet café computer.
- Support assigned volunteers.
- Collate, update and forward Centre information for websites and newsletter
- In absence of Centre Administrator liaise with caretakers, maintenance staff and other key personnel.
- Recruitment support: collation of enquiries, applicant list, application packs and completed applications.
- Taking initial enquiries and forwarding as appropriate for Open Mental Health, CAB and Opportunities Hub
- Liaise with Centre Administrator, Centre Manager and Finance Officer and other Reception staff as appropriate.
- Any other duties that may reasonably be requested
- To ensure that the values of the Wincanton Community Venture are promoted at all times.
- To promote and adhere to all policies adopted by the Board of Wincanton Community Venture.
- To function as a member of the team. Members of the team have collective responsibility for the day to day running of the charity ensuring that decision-making is part of a shared process.
- An understanding of, and commitment to, work towards the aims of Wincanton Community Venture
- Undertake any other duties that may be reasonably required by the Board.

**PERSON SPECIFICATION,
Knowledge, Skills and Experience:**

Essential

- Excellent interpersonal skills
- Clear and effective communication skills
- Excellent organisational skills
- Good standards of literacy and numeracy
- An understanding of Health & Safety and Child and Adult Safeguarding
- Computer literacy
- Ability to work as part of a team
- Experience of working with people of all ages and with a wide range of health and social needs
- Confidence and humour

Desirable

- An understanding of the Voluntary and Community Sector in Somerset
- An understanding of rural issues
- Experience of partnership working

DATA PROTECTION ACT 1998 / GENERAL DATA PROTECTION REGULATION 2018

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 1998 and the General Data Protection regulation 2018

To be the Information Asset owner for the following information assets:

- Booking records
- Centre Support

Responsible for the following:

- To actively foster a culture that values and protects information.
- To assure against inappropriate access to this information.
- To be aware of what information is held, who has access to this information and why.
- To understand the risks associated with loss of confidentiality, integrity or availability of this information.
- To be aware of the process for reporting any incidents or concerns regarding access to or storage of this information.