

Job title: Receptionist / Facilities Team Member

Responsible to: Operational Lead

Hours of work: 22.5 – 30 hours per week (to be discussed)

Job purpose: To provide a welcoming, friendly and supportive space for the local community, especially young people and administrative support to Book a Space (our room booking service).

Salary: £19,400 pro rata, per annum plus £25 per 'out of hour' call out

Location: The Mix Stowmarket, Suffolk

Contract Term: Permanent

How to apply:

- Please submit both an application form and a cover letter explaining how you meet the criteria to: recruitment@themixstowmarket.co.uk
- *Applications without an application form will unfortunately not be considered.*

Closing date: 28th July 2021. **Interview date:** Tuesday 3rd August 2021. Candidates must be available to attend on this day.

What is The Mix?

We see a future in which young people are change makers, with clear confident voices that are heard above the noise. A future in which any young person from any background can grow and flourish. In that future they exercise both their rights and responsibilities and invest their lives in building strong communities. We walk together with young people as trusted partners who support, guide, inspire and empower them with that future in mind. We are The Mix.

Overview of the post:

This post is ideally suited to an organised, diplomatic and reliable individual who is an experienced receptionist and administrator. We are looking for someone who is welcoming, confident and able to engage with people of any age, especially young people both in person and over the phone.

A key element of the role is delivering our information, advice and guidance services in support of young people and creating an inclusive and supportive atmosphere.

You will work alongside the 'Book A Space' team to deal with room booking enquiries and set up rooms as per customer requirements.

You will be working in a fun and highly motivated team, alongside the Front of House Coordinator, Book A Space Coordinators and Operational Lead to support the smooth running of the building.

Every day is different on reception, so an adaptable nature and a good sense of humour are essential along with a can-do attitude!

Main Responsibilities:

1. Being the welcoming face and first point of contact for young people, families, the general public and our building partners.
2. Providing information, advice and guidance services (IAGS) to young people and the wider community.
3. Providing excellent customer service to all building users.
4. Supporting the 'Book A Space' team to deal with room booking enquiries.

5. Assisting the Front of House Coordinator, Operational Lead and other colleagues with administrative duties as required.
6. Being proactive and using your initiative during quiet periods on reception.
7. Collate and create regular internal and external newsletters to share the successes, stories and updates of life at The Mix.
8. Work with The Mix team to support our social media activity.
9. Answering the telephone, dealing with enquiries, taking messages and putting calls through to colleagues and building partners.
10. Taking ownership of the reception desk and area, ensuring that it is kept neat and clean at all times, thus giving visitors a positive first impression of The Mix.
11. Setting up and clearing rooms for room bookings with light cleaning as required.
12. Using the CCTV monitor as and when required to monitor appropriate use of the building.
13. Monitoring access to and appropriate use, of the staff car park.
14. Being aware of the building evacuation procedures and following the evacuation procedures.
15. Being an emergency first aider.
16. Overseeing the recording of visitors and visitor sign in and out.
17. Act as a key holder and be responsible for opening and closing the building as per operational requirements.
18. Being on The Mix's alarm call out list to attend to the building on occasional 'out of hours' (weekends, night-time).
19. Working in accordance with our principles, vision and values whilst adhering to our policies and procedures.
20. Contacting Customer First as required.
21. Undertaking any other duties that are commensurate with the post.

Person Specification

Essential:

- Passion for working with young people
- Minimum 1-year experience in a reception/customer facing and administration role
- Excellent interpersonal skills, including spoken and written communication
- Excellent administration skills and customer service
- Effective planning, organisational and time management skills
- Ability and willingness to learn and to work as part of a team
- Familiar with the use of IT systems including Microsoft Office, and a willingness to learn new systems as required
- Ability to work flexibly and in a busy environment
- Self-motivated, enthusiastic, committed
- Committed to the vision and values of The Mix
- Full UK driving licence and have access to their own vehicle due to potential out of hours call outs

Desirable:

- Experience of working in a youth or community centre, or a large, complex public building
- Experience of marketing and promotion of commercial services
- Have an understanding of child protection and safeguarding
- Good local knowledge of the Stowmarket and mid-Suffolk area
- Current First Aid at Work qualification
- Knowledge of fire regulations or experience as a Fire Marshall
- Ability to attend the building within 20 – 30 minutes of notification, especially out of "office hours"
- Flexibility around work times and patterns to meet operational requirements
- Ability to remain calm during tense situations such as evacuation of the building