

The For All Healthy Living Company

Job Title:	Receptionist
Reporting to:	Chief Exec.
Location:	For All Healthy Living Centre, South Ward, Weston-super-Mare
Hours:	25 hours per week
Salary Range	£9.50 per hour
Holidays	27 days plus Bank holidays (pro rata)
Probationary Period	3 months
Notice Period	4 weeks

Job Context

The centre is the most visible aspect of the company's work and the reception team as the first point of contact to make the For All Healthy Living Centre as welcoming, accessible and safe as possible for all people who use it.

Job purpose

- Providing a first positive point of contact for all users of the centre
- Providing information and signposting to all users of the centre.
- Managing the room booking system
- Supporting outside hirers of facilities in the centre

Key Responsibilities

- To welcome and direct users of the Healthy Living Centre
- To implement procedures and operating systems which enable all members of the reception team to give the best service to centre users
- To respond to all non medical enquiries
- To ensure that enquires are handled courteously and efficiently
- To take accurate messages and forward as appropriate
- To identify people in the foyer in need of additional information or help
- To refer or introduce people to the appropriate service or person within the Centre
- To operate reception systems e.g. recording monitoring information etc
- To make appointments for people using non-medical services
- Ensure that front of house areas and meeting rooms are kept tidy in order to promote a pleasant environment for visitors

- To check, change and restock display material and information leaflets
- To monitor the working of the foyer, including the café, lobby, toilets etc, and discuss any issues with the Finance and Resources Director
- To support other receptionists during busy periods
- To receive deliveries and to notify the appropriate member of staff for collection/checking
- To welcome room hirers appropriately
- To support outside hirers of facilities in the Centre
- To take and record room bookings information
- To check room layout and equipment and prepare as requested
- To check customer satisfaction at the end of room use
- Other general admin tasks as required

Other duties

- Attend meetings as agreed
- Work within the FAHLC policies and protocols
- Work flexible hours
- Undertake any other duties commensurate with the post in agreement with the FAHLC Management Team
- Identify patterns of discrimination, take action to overcome this, and promote diversity and equality of opportunity.