

Receptionist and Service Administrator, Skylight Merseyside, September 2021 – Job Pack

Job title:	Receptionist and Service Administrator
Department:	Client Services
Reporting to:	Skylight Coordinator
Salary:	£24,159 per year
Hours:	35 per week
Location:	Based in Crisis Skylight Merseyside, Liverpool
Contract type:	18 month fixed term contract

Aim and influence

- Provide efficient Reception cover for Skylight Merseyside
- First point of contact for service, providing a welcoming and safe environment for members and visitors
- Customer-focused support for the activities of Skylight Merseyside
- Support the Skylight Coordinator with administrative & financial tasks as required
- Provide administrative support to the Skylight team with emphasis on the Learning Team

Financial and supervisory responsibility

- No line management responsibility but may supervise volunteers
- No delegated budget or income responsibility

Other key details

- Some evening and weekend work will be required and time off in lieu will be given in accordance with Crisis TOIL policy
- Based in our Kent Street office in Liverpool City Centre 5 days a week
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required

Organisational chart



Please note structure is subject to change

Job responsibilities

Reception

- Be the first point of contact for face to face reception enquiries, signposting members to services within the Skylight service or to more relevant organisations as appropriate
- Answer internal/external calls via switchboard and route accordingly
- Provide reception cover for Crisis Skylight staff, volunteers and members
- Support the Skylight Coordinator to ensure the reception runs smoothly and efficiently, including monitoring the office key rota and car park space
- Formally 'opening' reception if coming on duty at the start of the working day, and completing a daily office check, reporting any concerns to the Skylight Coordinator
- Manage reception volunteers creating their workload, and providing guidance, supervision and ongoing support
- Undertake administrative responsibilities relating to reception: updating staff, volunteers and service-users list, updating phone extension lists, computer booking schedules and responding to general enquiries via telephone and face to face
- Develop and maintain understanding of the working practice of all of the Crisis Skylight staff
- Liaise with Skylight staff on issues involving reception and interaction with Skylight members

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- Monitor external inboxes, responding to queries or forwarding to appropriate teams
- Support the full team by handling immediate enquiries and signposting members to relevant support services internally or externally

Administration

- Keep accurate records and ensure data is captured in databases and other IT packages
- Create, co-ordinate and administer paper based and electronic registers
- Update the Merseyside web-content and work with the progression and learning team to create local marketing materials and timetable
- Support the teaching team to complete all learning related administration
- Coordinate Risk Assessments and upload on to national collaboration site
- Support the progression team at times of capacity by assisting members with practical needs such as travel tickets and utility and phone top ups
- Undertake other administrative activities to support the Skylight Coordinator, including raising purchase orders, supporting with petty cash processing and other financial tasks as required
- Manage the housekeeping duties ensuring general upkeep and safety, taking appropriate action to ensure standards are maintained and reporting any concerns to Skylight Coordinator
- Ensure the smooth and efficient running of the Skylight by managing the administrative and logistical processes
- Order stationery and office supplies

General responsibilities

- Develop and maintain an understanding of the charity's work and the needs and circumstances of homeless people
- Develop and maintain an understanding of the work and practice of all of the Crisis Skylight staff
- Develop and maintain an understanding of working in a Psychologically Informed Environment
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act
- Participate in the continual improvement of Skylight Merseyside
- Develop and share good practice with the team and with other Skylight centres
- Participate in professional development activities. When required, travel to other Skylight centres to support the wider objective of Merseyside Skylight and Crisis.
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job.

Person Specification

Essential

- 1 Experience of working with challenging situations and individuals with a range of needs with a calm and confident approach in order to reach a positive resolution
- 2 Experience of providing administrative support to a centre and outreach-based client facing service
- 3 Experience of working as part of a team which is office and outreach focused
- 4 Efficient and well organised, able to successfully manage a busy and diverse workload with attention to detail and accuracy
- 5 Adaptable and flexible, committed to the highest standard of customer care
- 6 Effective communication skills both written and spoken
- 7 Good working knowledge of IT packages including Word, Excel and Outlook
- 8 Experience of web based client management system used to support case management and learner journey tracking.
- 9 Strong interpersonal skills with the ability to work with a variety of people
- 10 Empathy and understanding of the issues faced by homeless people
- 11 Commitment to Crisis' purpose and values including equality and social inclusion
- 12 Willingness to travel to London and other Crisis Skylight Centres

Desirable

- 13 Previous reception experience

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.