

## Receptionist/Administrator, Oxford, May 2022– Job Pack

<b>Job title:</b>	Receptionist/Administrator
<b>Department:</b>	Reception
<b>Reporting to:</b>	Progression manager (reception)
<b>Salary:</b>	£24,159 per annum
<b>Hours:</b>	35 per week
<b>Location:</b>	Based in Oxford
<b>Contract type:</b>	Permanent

### Aim and influence

- First point of contact for people who are homeless seeking advice, Skylight members, staff, Crisis volunteers, members of the public and visitors to the Old Fire Station
- Provide efficient reception cover and customer-focused support for the activities of Skylight Oxford and support the Progression Manager (reception) with administrative tasks as required.

### Other key details

- 35 hours a week, current opening hours of service are 9-5, reception staff work to a rota covering shifts from 8.45-5.15
- The role is building based
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required

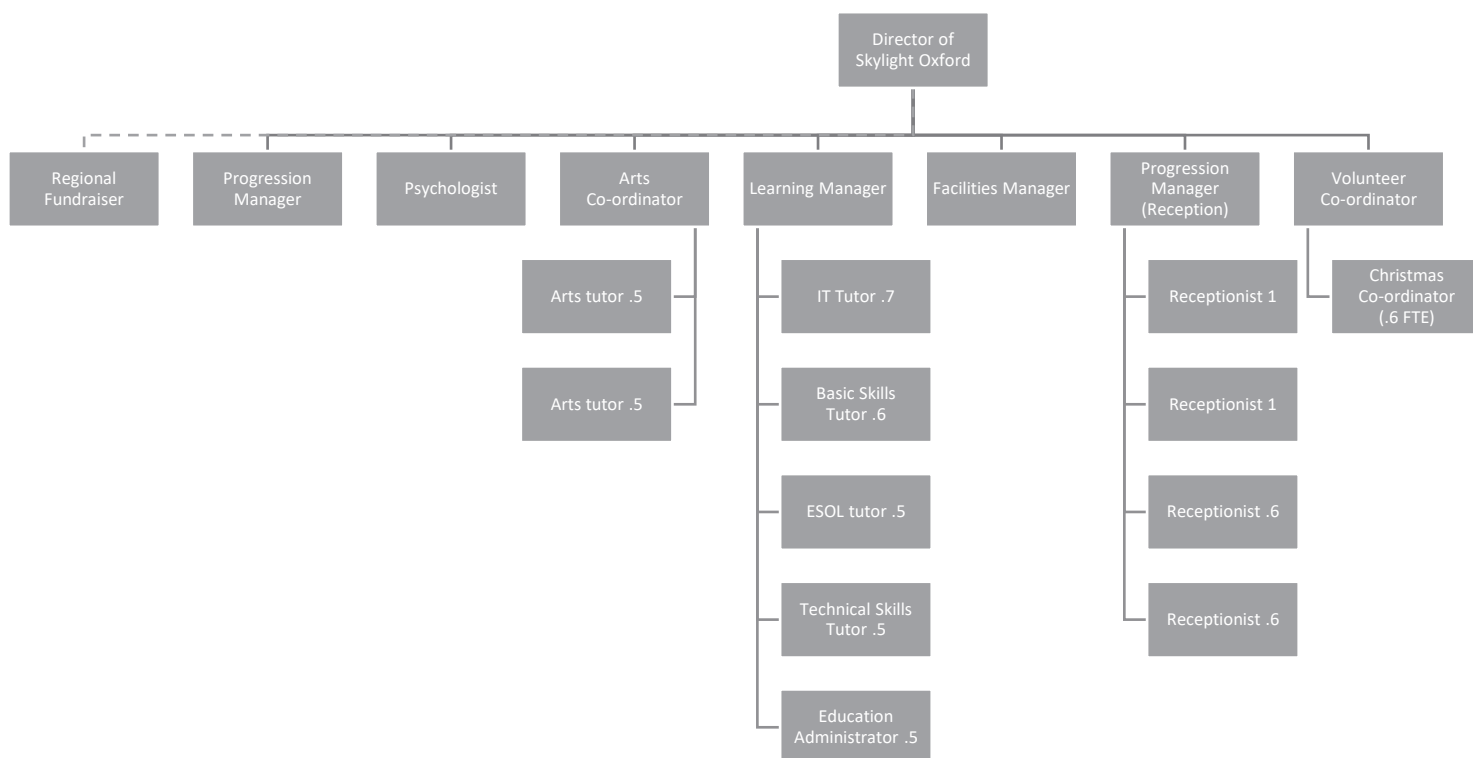
### Job responsibilities

- Provide reception cover for Crisis Skylight staff, service users, volunteers and members of the public. This includes formally 'opening' reception at the start of the working day and 'closing' at the end of the working day
- Provide a welcoming, inclusive and safe environment for Skylight members, staff and Old Fire Station customers
- Offer immediate advice and guidance to anyone who is homeless or at risk of homelessness.
- Be the initial point of contact for Skylight members explaining the Skylight offer
- Liaise with Skylight staff on issues involving reception and interaction with Skylight members
- Manage the day to day running of the reception area
- Answer internal/external calls and route accordingly
- Carry out administrative responsibilities relating to reception including but not exclusively:
  - Data entry
  - Updating staffing and contacts lists
  - Responding to general enquires face to face and over the telephone
  - Updating room bookings
- Provide and display information regarding Crisis and external services within the Reception area

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- Keep accurate records and ensure data is captured in databases and other IT packages
- Undertake other administrative activities to support the Reception and Office Manager, the Facilities Manager and the Progression and Learning teams
- Develop and maintain an understanding of the work and practice of all the organisations operating within the Old Fire Station
- Comply with the charity's equal opportunities and Health & Safety policies
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures.

### Organisational chart



### General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop and maintain an understanding of the charity's work and the needs and circumstances of homeless people
- 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

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 within a reception or administrative support role
- 2 Experience of providing customer service with a commitment to deliver the highest standard of customer care
- 3 Able to deal with challenging situations and individuals with a range of needs with a calm and confident approach in order to reach a positive resolution
- 4 Excellent interpersonal skills with the ability to work successfully with disadvantaged/or socially excluded groups and individuals
- 5 Effective communication skills, both written and verbal
- 6 Willing and able to work collaboratively within a team
- 7 Good organisational skills with ability to deal effectively with conflicting priorities in a busy environment
- 8 Empathy and understanding of the issues faced by homeless people
- 9 Good working knowledge of Microsoft Office (Word/Outlook/Excel)
- 10 Commitment to Crisis' purpose and values including equality and social inclusion
- 11 Knowledge of and ability to comply with safeguarding procedures.

### Desirable

- 12 Experience of working with people experiencing homelessness or other vulnerable groups.

*We encourage applications from all sections of the community particularly those with personal or previous experience of homelessness.*

## Supporting your application

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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](mailto: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.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

**S or T – Situation or task**

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

**A – Action**

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Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

### R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

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

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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](mailto:jobs@crisis.org.uk) for support.