

Role Profile

Receptionist

Role

To provide outstanding customer reception service to all visitors as well as dealing with telephone calls and emails to the Church and the Conference Centre.

To provide administrative support for the day to day operations of the Church including photocopying, printing, room bookings, word processing and dealing with incoming and outgoing post and receiving deliveries.

Key Responsibilities

- Answer telephone, provide information/assistance if possible otherwise direct calls to the appropriate staff member
- Greet visitors to the office and inform the appropriate individual of their arrival
- Manage office voice mail including recording appropriate voice mail outgoing messages
- Update & maintain Church Databases as required
- Manage and monitor the Next Steps email/process/salvation records
- Provide admin support to various Church Ministries including Ministry Pipeline/Alpha/Visiting Service/Connect
- Administer the receipt and issue of post
- Issue mail shots
- Maintain appropriate levels of stationery
- Take Church/Family Centre/Conference calls and advising on room/ date availability and pricing
- Enter correct information on the Booking System
- Provide administrative support required for Dedications, Baptisms and Partnership; Weddings and Funerals
- Provide administrative support for the Listening Service
- Assist with the administration for Faith Builders
- Any other activities as reasonably required

Requirements of the role

- Appropriate administrative experience
- Outstanding interpersonal skills

- A proven track record of delivering outstanding customer service
- Have excellent organisational skills, planning, administration and time management
- Attention to detail
- Experience of MS Office
- Experience using Apple operating systems (preferable)
- Able to work well as part of a team
- Methodical Approach to work

Required Values

- We Are Family: We welcome, belong and support each other
- We Are Multi-Cultural: We acknowledge that we have different backgrounds and celebrate diversity
- We Are Generational: We seek to honour the past and serve the future through bridging relationships across all generations within and external to the church
- We Are Renewal: We strive for continuous movement, progression and change as we explore new ways for both the short and long-term.

Location

Office based at Renewal Solihull

Reports to

Office Manager

Salary

Dependent on experience – Full Time Salary range £16,000 – £17,000 per Annum.

Renewal Solihull

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