

Role Profile

Receptionist

Key Duties & Responsibilities

- Providing reception cover greeting visitors, issuing visitors with ID badges.
- Answering and directing all incoming telephone calls and emails.
- Updating Excel Spreadsheets as required.
- Assist with the flows for Next Steps, Groups and Alpha.
- Provide administrative support to Baptisms, hosting the day, producing Baptism certificates and photograph distribution.
- Collating all necessary documentation for Pastors and Parents including preparation of certificates for Dedications.
- Provide administrative support for our Booking System.
- Provide administrative support to Chaplaincy.
- Ensuring the Church database is up to date.
- Providing support to events.
- Ordering Stationary, distributing post and signing for parcels.
- Providing all other administration and reception services as required by the organisation.

Other Responsibilities

- To work in the spirit and ethos of the Mission, Values and Vision of Renewal.
- To contribute to the development and improvement of administration systems working with and supporting other members of the Renewal team to implement changes aiming to improve accuracy, responsiveness, timeliness or reduction in workload associated with current processes.
- To keep up to date with role requirements as well as developments at Renewal and act in keeping with the ethos of the Charity.
- To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
- The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to the way Renewal operates in the future.

Notes on Role

- The Receptionist will be someone who can work in a team and can follow instructions.
- The Receptionist will be expected to handle detailed concepts and problems and balance multiple tasks simultaneously.
- They will establish appropriate relationships with other leaders.
- The Receptionist will convey a professional and positive image and attitude regarding Renewal and demonstrate commitment to continued professional growth and development.

Location & Hours

- Office based at Solihull.
- 40 Hours per week. Hours worked may be outside regular working times and to include weekend work whenever necessary.
- You must have the ability to work on a Sunday as required.

Knowledge & Experience

- Knowledge of the remit of Renewal and its work within the community.
- Administration Experience.

Skills, Abilities & Personal Qualities

- Word processing skills to include Word, Excel, PowerPoint and Outlook.
- Accuracy and attention to detail.
- Clear communication skills.
- Diary management.
- Compassion and empathy in the undertaking of your duties and dealing with visitors and callers.
- Friendly and outgoing disposition.
- Ability to work within a team.
- Excellent telephone manner.

Renewal Solihull

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