

Job Description Receptionist

Renewal

Job Role & Purpose

The receptionist role is a position within the People & Projects department that provides outstanding customer reception service to all visitors to Renewal as well as dealing with telephone calls and emails and managing administrative processes.

The role will provide administrative support for Renewal's day to day operations including photocopying, printing, room bookings, word processing and dealing with incoming and outgoing post and receiving deliveries.

Key Duties & Responsibilities

- Greeting visitors at reception and ensuring they are signed in correctly.
- Answering and directing all incoming telephone calls and emails.
- Updating spreadsheets and databases as required.
- Assist with Next Steps and Alpha process and being the first point of contact.
- Provide administration support for baptisms, hosting the day, producing certificates and photograph distribution.
- Collating necessary documentation for Pastors and Parents including preparation of Certificates for Dedications.
- Provide administration support to Renewal Therapy Service and Listening Service, including booking rooms and making appointments.
- Assisting with Renewal Groups administration and being able to work for leaders to get people into groups.
- Order stationary and distributing post, signing for parcels.
- Provide all other administration and reception services as required by the organisation for all departments.

This job description outlines the key duties that are expected of you within the role although is not an exhaustive list. It may be amended in line with experience, business requirements and as a result of any future organisational change.

Other Responsibilities

- 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.
- Contribute to the growth and expansion of Renewal.
- To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
- Be part of the Staff team, building into Renewal culture and ethos
- Follow organisational structure, channels of communications and sign-off processes
- Maintain healthy interdepartmental relationships

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 on a team and can follow instructions.
- The Receptionist will be expected to handle detailed concepts and problems, balance multiple tasks simultaneously, and make decisions regarding policy issues.
- They will establish appropriate relationships with other leaders
- Hours worked may be outside regular working times and do include weekend work wherever necessary.
- The Receptionist will convey a professional and positive image and attitude regarding Renewal and demonstrate commitment to continued professional growth and development.

Knowledge, Skills & Abilities

Knowledge & Experience

- Administration, receptionist or office experience
- Customer service
- Knowledge and awareness of the remit of Renewal and it's work within the community

Skills & Abilities

- Word Processing Skills to include Word, Excel, PowerPoint and Outlook and Mac equivalents
- Accuracy and attention to detail
- Clear communication skills
- Diary management
- Able to multitask

Qualifications

- GCSEs in English and Maths

Personal Qualities

- Friendly and outgoing disposition
- Ability to work within a team
- Excellent telephone manner
- Compassion and empathy in the undertaking of your duties
- High level of integrity
- Focussed, adaptable and willing to learn new skills
- Understand confidentiality and exercise discretion throughout your role
- Resilient

Job Location

Based at Lode Lane, Solihull

For all Employees

Work to Renewal's Mission, Values & Vision

We Are **Family**: We belong and grow together, working in relationship with each other. We are role models of a servant hearted approach. In our individual relationships we love one another, encourage one another, honour one another, build one another up and bear with one another.

We Are **People**: We bring our individual relationships together to form our corporate identity, united as one and with one vision and purpose. As a team we win and learn together.

We Are A **Movement**: We look outwards, continuously moving and seeking to connect the church to the community around us. We are innovative, constantly striving to improve what we do and who we are.

A copy of Renewal's Mission, Values and Vision document will be made available to you as part of your induction to Renewal.

Flexibility

You are expected to be flexible in your approach to fulfilling your role and supportive of your colleagues in the delivery of all services within the community and within the Church.

Safeguarding

All Renewal staff and volunteers are expected to acknowledge the duty of care to safeguard and promote the welfare of children and vulnerable adults and should all be committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice at all times. You have a duty to report any concerns to the Renewal Safeguarding Officer.

Where necessary for your role you may be expected to hold a DBS check (either Basic, enhanced or standard depending on role)

Health & Safety

To comply with the Health and Safety at Work etc. Act 1974.

To take responsibility for your own health and safety and that of other persons who may be affected by your acts or omissions.

To attend and observe Fire Safety Training and instructions.

Equality & Diversity

To carry out at all times your responsibilities in line with the Renewal's Equal Opportunities Policy and Procedure.

Confidentiality & Data Protection

To maintain confidentiality of information relating to the church, its congregation, clients, staff and other users of Renewal in accordance with the General Data Protection Regulations including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

Renewal Solihull

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