

## Lockleaze Neighbourhood Trust

The Hub, Fedden Buildings, Gainsborough Square,  
Lockleaze, Bristol BS7 9FB

Tel: 0117 914 1129 - e-mail: [info@lockleazent.co.uk](mailto:info@lockleazent.co.uk) - [www.lockleazehub.org.uk](http://www.lockleazehub.org.uk)

Registered Charity No: 1063275 Company Registration No: 3372115

### Receptionist

**Place of work:** The Hub and/or The Cameron Centre

**Accountable to:** Operations Manager, Lockleaze Neighbourhood Trust

**Duration:** Fixed term contract 1 year with potential to extend

**Hours:** 24 hours per week

**9:00 am - 5.00 pm Tuesday/Wednesday**

**10:00 am - 1.00 pm Saturday**

9.00 am - 2.00 pm Monday

**Salary:** £9.90 ph with salary review in April 2023

**Start Date:** as soon as possible

### Application Process

The deadline for applications is **Tuesday 31st January 2023 at 9:00am.**

To apply please fill out the application form and return along with your completed equalities monitoring form to [recruitment@lockleazent.co.uk](mailto:recruitment@lockleazent.co.uk), or in an envelope marked 'CONFIDENTIAL' to Antonio Facciponti, Lockleaze Neighbourhood Trust, The Hub, Fedden Building, Gainsborough Square, Lockleaze, Bristol, BS7 9FB.

Interviews will be held the week commencing the **15th February 2023.**

### Background

Lockleaze Neighbourhood Trust is a resident-led community charity that exists to support the residents of Lockleaze to achieve positive change for themselves and their community. We do this through a range of activity based at the Hub community centre on Gainsborough Square and the Cameron Centre.

The receptionist is a key role as it's the first point of call for anyone who comes into the Hub or uses our services. For many people it is the face of our organisation and it is the person that makes them feel noticed and welcome. We're looking for someone with excellent customer service skills, who is motivated to find out what's happening in the area and share useful information. We're a small, busy and dedicated team with a range of groups and projects to get involved in. Someone self-motivated with good communication is essential. Most of all we want someone who reflects our values:

- Welcome and Kind: noticing, providing a welcome for everyone and acting with kindness can be transformational in individuals lives and makes the world a better place
- Keeping the community connected: connecting people is good for wellbeing, good for community action and can make places better
- Residents lead the change: residents are at the heart of everything we do, and we want to support them to lead the change.
- Creating a fairer Lockleaze: there are many injustices, and we want to call them out and work collaboratively to tackle them.

If you have any queries about the role please contact Antonio on 0117 914 1129.

## Job Description

### Welcome

- Greet everyone who comes into the Hub
- Respond to enquiries by phone, email and in person in a friendly and professional manner, giving excellent customer service at all times
- Be positive and knowledgeable about our services and the local area
- Show potential bookings around our buildings and encourage sales
- Open and close the Hub when necessary
- Support the groups that operate in the Hub by helping to set up tables or equipment and close down where needed, taking payment and keeping registers for groups
- Trained as a first aider and fire marshal

### Signposting

- Be knowledgeable about activities happening in the local area and actively seek out this information from a variety of sources
- Attend monthly meetings and visit other community hubs such as libraries, churches and health centres to promote our events, and find out what other organisations in the area are doing
- Engage visitors and regular groups, and encourage them to take part in LNT activities
- Create flyers and marketing material for LNT events, Hub groups and some other local activities, including bi-annual flyer to inform residents what's going on
- Maintain our Facebook page and website so they're up to date and promoting our events and other local activities
- Keep up to date lists and information on various themes of activities (e.g. youth, over 55, health etc.) and communicate with other staff to keep these accurate
- Put together a fortnightly E-Bulletin on all the local activities and actively encourage new people to sign up to our mailing list

### Admin

- Be responsible for all bookings that are made in the Hub and Cameron Centre, this includes maintaining and updating the Google Calendar with accurate information, chasing unconfirmed bookings and processing payments

- Take bookings for the Hub and Cameron centre by phone and email, arranging for opening and closing, collecting payments, passing booking information for invoicing and other key requirements
- Support our regular groups with set up, registers, collecting fees and issuing receipts where necessary
- Inputting any and all financial transactions completed into the till sheet accurately and liaising with the Finance Admin on any discrepancies
- Cashing up the till once a week and ensuring this is all recorded and reported accurately
- Support with events

You will also be required to undertake additional duties as considered appropriate with regard to your role, skills and experience. Additional training will be available.

## Person specification

We are looking for a friendly, welcoming individual with a passion for Lockleaze and interest in the community. The person specification is divided into **essential** skills and experience (that you must have) and **desirable** skills and experience (that you don't need to have in order to apply for the role but which we would look favourably on).

The table shows how we will assess applications against the criteria. Where we have ticked in the application column, you will be expected to demonstrate how you meet these criteria in your personal statement. Other criteria will be assessed in the Interview or the Test column.

Criteria	Application form	Interview
<b>Essential</b>		
An interest in Lockleaze, community development or providing local information and support	✓	✓
Experience of working in a customer facing environment	✓	
Experience of working as a member of a team	✓	✓
Excellent communication skills including polite and welcoming in person and on the phone		✓
Confident IT skills including Word, Excel, Outlook and social media	✓	
Good communication including English and Maths	✓	✓
Ability to develop and maintain working relationships with a wide range of people	✓	✓
Ability to adapt your communication method appropriately to the circumstances	✓	✓

Excellent organisational skills and ability to keep records and report to others	✓	
Ability to enter information accurately, and to maintain confidentiality where appropriate	✓	
Ability to work in a busy environment with different demands on your time and to effectively prioritise your work	✓	✓
Ability to be self-motivated and work independently	✓	✓
Ability to promote a positive image of Lockleaze Neighbourhood Trust, including professional appearance and manner, approachable and empathetic, punctual and reliable		✓
<b>Desirable</b>		
Experience of reception	✓	✓
Experience of working in a community centre	✓	✓
Experience of working in an office, including office administration and office procedures	✓	✓
Experience working with vulnerable adults	✓	✓
First Aid Qualification	✓	
Fire Marshal Training	✓	
Ability to create posters and fliers	✓	
Experience of using Mail chimp, Publisher, Google calendar and Canva	✓	

### **Don't meet every single requirement?**

Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Lockleaze Neighbourhood Trust, we are dedicated to building a diverse and inclusive workplace, so if you're excited about this role, but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles.

See our guidance on filling in applications to make the most of your application.