



Job Description

Job title:	Receptionist-Administrator
Line Manager:	Property Management Coordinator
Hours:	36.5hrs per week
Salary:	£25,236-£28,200 (ILW)
Location:	WLM St Luke's, 25A Wincott Street, Kennington SE11 4NT

About WLM:

For 130 years the West London Mission (WLM) has developed innovative services for some of London's most marginalised people. We deliver pioneering services which transform the lives of thousands of people affected by homelessness, poverty and trauma.

WLM St Luke's:

St Luke's is a unique community space in Kennington, Lambeth. We provide communal accommodation for low income workers, offices for local start-ups and a wide range of support and education projects for local residents.

Our focus is financial resilience: we want our community to feel strong and confident in all aspects of managing their money – whether this is starting and sustaining paid work, managing household budgets, or accessing the right support services. We empower people to support each other and devise creative solutions to the problems that they face.

Summary of post:

The Receptionist-Administrator is responsible for welcoming visitors and residents to WLM St Luke's supporting the team with core administrative tasks. The post holder will on occasion be required to work evenings and weekends.

Main duties and responsibilities:

1. Ensuring the reception is a professional and welcoming place for all coming into the building

- 1.1 Ensuring that all visitors receive a warm welcome and notifying relevant staff of their arrival.
- 1.2 Indicating the location of meeting rooms for group attendees.
- 1.3 Collaborating with the Property Management Coordinator around the management of contractors.

- 1.4 Issuing and recovering of keys as necessary for users of the building.
- 1.5 Dealing appropriately with individuals seeking assistance or those enquiring about our Services.

2. Offering a high quality service to all telephone, email or verbal enquiries

- 2.1 Logging messages and enquiries, ensuring that they are passed on appropriately.
- 2.2 Receiving the post and other deliveries and passing them to the appropriate person.
- 2.3 Dealing with outgoing post.

3. Providing efficient administrative support to the St Luke's team

- 3.1 Taking minutes for meetings
- 3.2 Assisting with photocopying and preparation of papers for training and events
- 3.3 Data inputting and retrieval of relevant information from St Luke's database
- 3.4 Ordering office and refreshment supplies
- 3.5 Promoting events and courses using email, group texts, submissions to local newsletters, media etc.
- 3.6 Promoting events and courses using email, group text etc.

4. Ensuring Meeting Rooms Function Efficiently

- 4.1 Setting up meeting rooms
- 4.2 Helping with AV requirements
- 4.3 Organising refreshments for meetings and events

Other Duties

- 4.1 To adhere to WLM's Equal Opportunities Policy and Health and Safety Policy in all aspects of the work
- 4.2 To work collaboratively with other WLM staff and volunteers.
- 4.3 To adhere to West London Mission's Code of Conduct.
- 4.4 Management and Support: Attending supervision and participating in training both internal and external
- 4.5 To undertake such other duties, consistent with the role as may be reasonably required, including occasional evening or weekend work.

PERSON SPECIFICATION: WLM Receptionist-Administrator

We are seeking a Receptionist-Administrator who can demonstrate the following competencies to a high level and is committed to using them to the full in this role. Whilst some specific experience of the content of the job will be relevant, we will be looking for evidence of all the following key competencies.

• Client focus	• Communication
• Organisation and planning	• Team Work
• Proactivity and initiative	• Administration and IT

Please use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in the sections below. Please address each point in order.

The following criteria would be considered **essential**:

1. Skills

- 1.1 Ability to administer and organise work methodically and accurately
- 1.2 Proficient with IT
- 1.3 Good communication and interpersonal skills to deal with the range of stakeholders who phone or come in person to WLM St Luke's.
- 1.4 Ability to deal sensitively with a wide range of people seeking help or assistance
- 1.5 Ability to multi-task effectively and have a pragmatic approach to problem solving

2. Knowledge and personal qualities

- 2.1 Willingness to work flexibly and responsively to the needs of the organisation.
- 2.2 To be a team-player and work positively with colleagues within other parts of WLM
- 2.3 A strong commitment to all WLM's values
- 2.4 To work positively as part of the staff and volunteer team
- 2.5 To be self-motivated and able to use own initiative

The following would be considered **desirable**:

3. Experience and knowledge

- 3.1 Experience of working within the not for profit/third sector
- 3.2 Experience of working in a community setting
- 3.3 Understanding of issues surrounding homelessness, poverty and trauma
- 3.4 An understanding of WLM's inclusive Christian ethos and how this works in practice