

wintercomfort

for the homeless

Job title	Weekend Receptionist
Salary	£10 p/hour
Responsible to	Senior Project Worker

Role Summary

As a member of Wintercomfort's Project Worker Team, reporting to the Senior Project Worker, the Weekend Receptionist is responsible for ensuring that the first impression of Wintercomfort is a safe, clean, respectful and welcoming environment to all who enter the building. They will also undertake a series of administrative and inter-personal tasks promptly often making quick, yet thoughtful, decisions under pressure.

Purpose of the job

The Weekend Receptionist role is to ensure that communication within the centre is effective and efficient liaising closely with colleagues across all departments regardless of level of responsibility or expertise. In addition to the day to day running of reception the role holder will also support the Project staff in a variety of other operational tasks throughout the day.

Key Responsibilities

To check answerphone and pass on messages promptly and with all relevant details. Ensure reception is tidy, posters relevant and floor clear of donations.	
To ensure all individuals are signed in with arrival times, recorded on In-Form and relevant staff told of the arrival of visitors. Ensure bags are stored safely and reception is cleared and abandoned bags removed and dated at the end of the day.	
To date stamp and record the arrival of all post, filed in filing cabinet or sent upstairs. Ensure post is signed for on collection. Complete the day book and record all donations on the clipboard. Ensure breakfast / lunch money is given to the office daily.	
To ensure all data from the activity book, daily briefing folder and individual support interventions are recorded on In-Form on a daily basis.	
To be a member of the project worker team running the day centre during the weekend by providing a welcoming and safe environment in which welfare and leisure activities can be delivered.	
To support the delivery of Wintercomforts weekend welfare service enabling access to essential facilities needed by those sleeping rough and vulnerably housed to live with dignity and respect and move into a more settled way of life.	
To support Wintercomforts social enterprises by providing encouragement and support to Wintercomforts service user to engage in the volunteering, learning and employment opportunities available.	
To support the project worker team to deliver a consistent service that provides a holistic,	

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person centred approach to all who access the centre.	
Ensure that accurate records are kept to document the support service provided to Wintercomforts service users and to work within the agreed policies and procedures at all times.	
Ensure that record keeping meets the requirements of internal and external monitoring of outcomes, assisting with reports to funders and supplying timely information to support funding applications.	
Note - this is not an exhaustive list and you may be required to perform other reasonable duties as assigned by the Services Manager and/or CEO	

Person specification

Criteria	Description	Essential or Desirable
Experience	Previous experience of support work that effectively engages individuals with opportunities for self-development.	E
	Experience of supporting vulnerable people with complex support needs to make positive changes in their lives.	E
	An understanding of substance misuse, mental health and issues associated with social exclusion.	E
	Experience of delivering advice, guidance and employability support to individuals.	D
	Knowledge of local volunteering and informal learning opportunities.	D
	Knowledge of local services for homeless and vulnerably housed people.	D
	Experience of managing projects providing opportunities for placements and personal development.	D

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Skills	Effective IT skills including Word, Excel & Outlook	E
	Strong verbal and written communication skills.	E
	Strong co-ordination and organisational skills.	E
	A constructive, flexible and positive approach towards working with vulnerable excluded people.	E
	Willingness and ability to work flexible hours including weekends.	E
Qualifications	Educated to Degree level or equivalent	D
	Level 3 qualification in Careers, Advice and Guidance.	D

Terms and Conditions

Location	Overstream House or at other locations within Cambridge
Working pattern	Saturday and Sunday 8.00-2.30pm
Hours of work	13 hours per week
Length of appointment	Permanent
Probation period	6 months
Annual leave	25 days (pro-rata for part time posts)
Pension eligibility	Yes

Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. We will ask to see original paperwork confirming your right to work in the UK.

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This role requires a basic an enhanced Disclosure and Barring Service (DBS) check. Any offer of employment we make to you will be conditional upon the satisfactory completion of this check; whether an outcome is satisfactory will be determined by Wintercomfort for the homeless.

General Information

Wintercomfort works with people who are homeless, at risk of homelessness or with a history of homelessness. We provide services to aid every stage of recovery - from immediate basic welfare needs to long term help in identifying and dealing with the problems which are undermining their stability, and enabling them to engage with education, employment and specialist health services. National statistics rank the numbers of rough sleepers in Cambridge within the highest 20 UK local authorities. In 2016/17 we helped 763 people, making a total of 22.292 visits.

For further information about us please visit www.wintercomfort.org.uk

What can Wintercomfort offer?

One of our core values at Wintercomfort is to recognise and reward our staff as our greatest asset. We realise that it's our people who have helped us to become a well-respected charity that helps to make a positive change to homeless people's lives. We want to continue to deliver excellent, relevant services for the homeless in Cambridge by attracting and retaining talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **Benefits** – You will be eligible for benefits and services, including pension scheme, death in service benefit and tax-efficient bicycle lease and childcare vouchers.
- **A supported work environment** - You will receive a comprehensive induction and you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs. You will be expected to have developed the skills to fulfil all role requirements within this period. Appropriate performance expectations and objectives will be discussed, agreed and reviewed regularly with your Line Manager so that your performance can be measured against these.
- **Training**- We recognise the importance of having a motivated and effective staff team. We offer on-going training to support you in your role.

Equality of Opportunity at Wintercomfort

We are committed to a proactive approach to equality, which includes supporting and encouraging all underrepresented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the work and organisational development. The post holder will have full opportunity to discuss this and be active in any changes and developments.

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