

Job title	Receptionist
Salary	£20,749 pa
Hours of Work	30 hours per week. Monday to Friday, 8am – 2pm
Length of Appointment	Permanent
Probation Period	3 months
Annual Leave	25 days plus Bank Holidays Pro-Rata
Pension Eligibility	Yes
Responsible to	Services Supervisor

Role Summary

As a member of Wintercomfort's Project Worker Team, reporting to the Services Supervisor, the Receptionist is responsible for ensuring that the first impression of Wintercomfort is of a safe, clean, respectful and welcoming environment to all who enter the building. They will oversee a range of administrative tasks, such as managing appointments, phone calls, greeting external visitors, recording data on "Salesforce".

This role requires working in a front facing position in an agile environment which requires adaptability and collaboration, as often being the first point of contact with vulnerable people, a strong customer focus is essential.

Key Responsibilities

To provide Front of House assistance, phone support and administration.
<p>Passing on messages with all relevant details promptly, following with an email to ensure the correct details have been received.</p> <p>Ensure reception is tidy, posters relevant and the floor clear of donations.</p>
To ensure all individuals are signed in with arrival times, registering all visitors and service users accurately, and logging appointments, using our system, "Salesforce" as well as keeping Project Workers up to date and aware of those in the building.
To receive and redistribute mail and deliveries.
To be a member of the project worker team providing a welcoming safe environment in which learning and development services can be delivered, alongside welfare services provided.
To support the delivery of Wintercomfort's welfare services enabling access to essential facilities needed by those sleeping rough and vulnerably housed to live with dignity and respect to move into a more settled way of life
To support the project workers team to deliver a consistent service that provides a holistic approach with person-centered care to all who access the centre.
To support Wintercomfort's social enterprise by providing encouragement and support to Wintercomfort's Service Users to engage in the volunteering, learning and employment opportunities available.
Ensure that accurate records are maintained to document the support services provided to Wintercomfort's Service Users and to ensure that you are always compliant with agreed ways of working, following all policies and procedures as set out by Wintercomfort
To work in partnership with all external organisations, delivering and facilitating all relevant services to meet the variety of needs of Service Users by assisting them to obtain housing advice, tenancy support and debt advice, providing necessary tools to support health and well-being to positively improve quality of life.
Note - this is not an exhaustive list, and you may be required to perform other reasonable duties as assigned by the Services Supervisor, Services Manager and/or CEO.

Person specification

Criteria	Description	Essential or Desirable
Experience	<p>Previous experience of support work that effectively engages individuals with opportunities for self-development.</p> <p>Experience of supporting vulnerable people with complex support needs to make positive changes in their lives.</p> <p>An understanding of substance misuse, mental health and issues associated with social exclusion.</p> <p>Knowledge of local services for homeless and vulnerably housed people.</p>	<p>D</p> <p>E</p> <p>E</p> <p>D</p>
Skills	<p>Effective IT skills including Word, Excel & Outlook</p> <p>Strong verbal and written communication skills.</p> <p>Strong co-ordination and organisational skills.</p> <p>A constructive, flexible and positive approach towards working with vulnerable excluded people.</p> <p>Effective time management skills and ability to prioritise and manage a varied workload</p> <p>Willingness and ability to work flexible hours including occasional weekends.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Qualifications	<p>Health and Social Care or relevant diploma.</p>	<p>D</p>

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.

This role requires 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.

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.
- **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 postholder will have full opportunity to discuss this and be active in any changes and developments.