**Job Title:** Connect & Youth Club Receptionist

**Salary:** £11.44 - £12.10 (depending on experience)

**Location:** Across BLGC sites(Primarilybased at Infinity building)

**Reports to:** Head of People & Culture

**Contract:** Part time, permanent

**Hours:** Monday evenings (15:30 – 20:30) with willingness to cover holiday and sickness on weekdays, evenings & potentially weekends.

**The Charity**

Bolton Lads & Girls Club (BLGC) is an innovative, dynamic and progressive children and young people’s charity based in Bolton. Established in 1889, our mission statement is “to enable children and young people, especially those from disadvantaged backgrounds, to live happier, healthier and positive lives by providing somewhere to go that's safe and modern, something to do that is inspiring and engaging, and someone to talk to when they need it the most”.

Open 51 weeks of the year, we provide a vast array of opportunities to improve the lives of our 4,000 active members through universal and targeted services. We employ around 100 people and have the support and commitment of 100 volunteers. Over the last few years we have seen the demand for our services increase significantly and we’ve set ourselves a target to help more young people than ever. It’s an exciting time to join BLGC a recently accredited Great Place To Work!

**Our Vision and Mission**

**Vision**

Every young person in Bolton has the opportunity to be the best they can be.

**Mission**

We will provide great places to go, positive things to do, and people that care.

**Our Key Principles**

* Keep things simple.
* Always do the right thing.
* Offer excellent customer service.
* Provide an environment for people to be the best they can be.
* Be exceptional in the moments that matter.

**Our Values**

**Driven** **Caring**

We don’t give up and we do whatever it takes. Genuine people who care make the difference.

**Empowering Excellence**

We enable people to be the best they can be. We aim to deliver the highest standards of service and continuously improve through robust quality assurance and innovation.

**Fun**

If you enjoy what you do, you do it better! Work is

serious and we do it with a smile on our face.

**About the role**

We are looking for a very personable, committed, and conscientious Receptionist for Monday evenings. Ideally suited to someone willing to offer occasional support throughout the week to help cover for holiday and sickness amongst the rest of the daytime, evening and potentially weekend reception team.

The Monday evening offer is a busy and diverse one, currently the core offer is our our Connect team, supporting children and young people with SEND or who have additional support needs. There will also be young carer groups as well as junior and senior projects running.

This role will be an integral part of the welcome to the club, working with other team members to provide a professional front of house service and excellent front facing customer service to those that come to our centre. We are looking for individuals who have experience with delivering excellent customer service, administrative skills, data entry, and are passionate about the customer experience..

**Main Responsibilities**

* To always maintain a warm welcoming & positive image, to be presentable, including tidiness of the reception area. Be the positive first impression BLGC wants to make!
* To provide excellent customer service experience and welcome for our members, parents, visitors and staff teams.
* To ensure visitors are made to feel welcome and are signposted appropriately and timely.
* To take ownership of the reception area and control of knowing who is in the building.
* To recognise the additional needs of many of the Monday evening members and ensure the feel welcome and comfortable in our setting and work alongside the sessional team to ensure this.
* To ensure volunteers you come into contact with are made to feel an integral part of the BLGC ‘family’.
* To work alongside all sessional staff and leads to share information and ensure the smooth and safe running of sessions.
* Ensuring that all data entry; attendances, participations are completed timely, accurate and to highlight any inconsistencies or errors through the appropriate channels.
* Reconcile and enter payments accurately through our systems.
* Ensure members details are verified, up to date and any incomplete information is rectified to ensure safeguarding our members and to comply with GDPR guidelines.
* Deal with parent queries and requests and pass on where appropriate.
* Answer the telephone in a professional, welcoming and helpful manner, take messages and ensure they are forwarded appropriately and professionally.
* To attend core training delivered by BLGC.
* To work in line with the clubs vision and values at all times.
* To report any behaviour, conversations or comments which are inappropriate within a setting for children and young people.
* To understand and adhere to BLGC policies and procedures at all times with particular emphasis on equal opportunities, health and safety, boundaries and safeguarding.
* To always promote and safeguard the welfare of children and young people.
* To attend and actively contribute in staff team meetings and 1:1 supervision.
* To be an active member of the team and deliver a focused, measurable contribution to BLGC operating in line with Bolton Lads & Girls Club values and principles.
* To take a creative and enthusiastic approach to making BLGC a valued facility in Bolton and a leader in its field.
* To promote a positive image of BLGC through your work with children and young people.
* To assist with ad hoc administrative duties and other reasonable requests from your line manager or the duty manager/session lead.

**Person Specification:**

**Applicants should be able to demonstrate that they can meeting the following:**

|  |  |  |
| --- | --- | --- |
| **Selection Criteria**  **A=Application / I=Interview** | **Essential or Desirable** | **Method of Assessment A/I** |

|  |  |  |
| --- | --- | --- |
| **Qualifications / Education** |  |  |
| Good Standard of Education | E | A/I |
| Qualifications in Customer Service / Business Admin – Level 2 or 3 – Or experience to demonstrate. | D | A/I |
| **Skills** |  |  |
| Excellent verbal and written communication skills | E | I |
| Good Customer service and organisational skills | E | A/I |
| Aware of diversity issues and able to work in a positive non discriminatory way | E | A/I |
| Microsoft Office – Word, Excel, Access, Powerpoint, Publisher | E | A |
| **Experience** |  |  |
| Previous admin, reception or customer service experience | E | A/I |
| Experience of working with children and young people aged 8 – 25 years | D | A/I |
| Experience of interacting with children and young people with SEND | D | A/I |
| Experience of working in a busy environment requiring good IT skills and attention to detail | E | A/I |
| Good time management skills, organising and prioritising workload | E | I |
| Good IT/ Keyboard / Data entry skills | E | A |
| Cash handling Experience | D | A |
| **Competencies** |  |  |
| Excellent and welcoming communication skills with people at all levels with a friendly and helpful attitude | E | A/I |
| Able to provide a good front of house support | E | I |
| Willing to train and develop and take constructive criticism | E | I |
| Able to work flexibly including weekends and evenings | D | I |
| Able to work in a fast paced environment | E | I |
| Able to work on own initiative or as part of a team and resourceful | E | A/I |
| **Knowledge** |  |  |
| Basic working knowledge of Microsoft PC systems and databases | E | A/I |
| Knowledge of Safeguarding and GDPR | E | A/I |
| **Personal Qualities** |  |  |
| Patient, Tolerant and Diplomatic and ability to deal with issues. | E | I |
| Enjoys working with young people | E | I |
| Consistently well-presented | E | I |
| Courteous, polite and calm | E | I |
| Hands on Can do attitude | E | I |

**Are you interested in joining the team?**

**To apply please download our application form from the vacancies section on our website** [**https://www.blgc.co.uk/get-involved/jobs/**](https://www.blgc.co.uk/get-involved/jobs/)

In addition, please provide the following information:

* Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before a job offer is confirmed);
* Any reasonable adjustments we can make to assist you in your application for the selection process.
* In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS

**Why join Team BLGC?**

BLGC is a great place to work, we work hard, but we have fun! We change and save the lives of thousands upon thousands of children, young people and families. In addition, we also offer the following:

* Flexible working opportunities
* Generous leave benefits
* Health Care Plan
* Contributory pension scheme
* On site gym
* Birthday leave
* Enhanced Compassionate Leave
* Enhanced Maternity Pay