

## Job Description – Receptionist (part time)

Job title	Receptionist
Salary & Hours	£16,781-17,772, pro rata for up to 20 hours per week. Possibility for two people to do a job share.
Responsible to	Operations Coordinator
Location	Starbeck, North Yorkshire
Benefits	5 weeks holiday plus bank holidays (pro rata) rising 1 day per year after 3 years of service to a maximum of 30 days.

### Vision

Wellspring's aim is to offer God's love and healing to restore hope, develop resilience and facilitate positive change.

### Objectives

- Provide affordable, psychological support to adults and young people in distress.
- Promote good mental health through education and training
- Be recognised as a centre of excellence within our field

### Job Summary

We are seeking to employ one or two part-time Receptionists to join our team to cover up to 20 hours on the following days and times:

- Mondays 3.45- 8.45pm
- Tuesdays 3.45-8.45pm
- Wednesdays 3.45-8.45pm
- Thursdays 3.45-8.45pm

The charity is going through a time of growth, so the above is subject to business development and building usage. Therefore, we ask that the candidate shows flexibility. Hours may increase with business growth.

The successful candidate will deal with a broad range of enquiries for therapeutic services.

Training will be provided.

### **The Ideal Candidate**

The ideal candidate will be somebody who is enthusiastic, outgoing and confident. They will be able to work well with our existing team. We are also looking for someone who is personable, easy to talk to and can create great first impressions with clients and visitors. You must be computer literate, highly organised and exercise an excellent standard of verbal and written communication. See the Personal Specification for more details.

### **Key Tasks**

- Deal with incoming counselling enquiries via email or phone
- Record and respond to cancellations from clients and volunteers, contacting and informing appropriate staff.
- Maintain the statistical database for Wellspring through weekly data entry.
- Oversee Wellspring's booking's email system for private practitioners, with support from management.
- Respond to telephone enquiries.
- Support the administrator in general admin jobs
- Meeting & greeting clients
- Understanding of therapeutic environment and safeguarding issues surrounding it
- Taking payments
- Room booking & Diary management
- Update client attendance records
- Support core staff with routine tasks as directed
- Ensure the appearance of the building is tidy through general cleaning and ensure rooms have what they need
- Work with minimal supervision, lock the building and be the last member of staff on site.