

Post:	Receptionist
Salary	12.60 – 14.36 per hour
Location:	Bradford
Responsible to:	Office Manager
Responsible for:	N/a

About us

Bradford District and Craven (BDC) Mind is a registered charity with a clear purpose to promote positive mental health and wellbeing, to empower and help people experiencing mental health problems manage and work towards recovery and fulfilment. We do this through:

- Building community and individual resilience for better mental health and wellbeing
- Providing early intervention advice and support
- Supporting people in crisis
- Empowering and helping people to recover and sustain improved wellbeing.

Everything we do at BDC Mind is underpinned by our Values, which you will see below.

The information contained in this job description is not exhaustive but will give you an outline of the role and the duties required, and help you understand the role more clearly.

Our values

Our team is committed to five values which underpin everything we do:

- Caring always
- Working together
- Supporting everyone
- Enabling all
- Improving continually

Purpose of the post

We are looking for a highly organized and enthusiastic Receptionist to manage our front desk operations, working as the welcoming face of our organization. As the first point of contact, you will ensure that all visitors are greeted warmly and treated with respect. Additionally, you will support the Office Manager by maintaining an efficient and well-functioning office environment through a range of administrative and clerical duties. Your role will be integral to creating a positive and professional experience for both service members and staff.

Key duties

- warmly receive all of our visitors at the front desk by greeting, welcoming, directing and announcing them appropriately and attend to their individual needs as appropriate. Portray our standards of high quality, professional and client-focused care.
- Answering, screening and forwarding incoming phone calls and deal with enquiries in a calm and professional manner.
- Providing basic and accurate information in-person and via phone/email, to guide service members and members of the public to the most appropriate service.
- Interacting with people who present challenging behaviour. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations.
- Receiving, sorting and distributing daily mail/deliveries
- Ensuring reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and leaflets).
- Being familiar with the complaints handling procedure and Subject Access Request and providing first line support for such situations.
- Managing petty cash and ensuring the records are updated and accurate
- Ensuring donations are logged appropriately.
- Ordering office supplies, refreshments and keep inventory of stock
- Ensuring service members' confidentiality, including the use of the computer system and visibility of the screen as well as the transfer of written and verbal communication.
- Supporting the Office Manager with health & safety and data protection activities.
- providing administration support to all aspects of the business based on need including but not limited to:
 - supporting the management of the organisational diary and all other messages and information received.
 - Assisting in the maintenance of data bases, being aware of, and ensuring adherence to data protection law.
 - Ordering of ID cards for staff and volunteers.
 - Assisting the People and Culture Team to manage the recruitment inbox, deal with applications and enquiries
 - Health and Safety compliance checks.
 - Performing other Admin and clerical receptionist duties as needed.
- Be familiar with the Bradford District & Craven Mind 'Code of Conduct' and to ensure that it is followed at all times both by staff, volunteers and service members.
- Participate in individual and group supervision and internal/ external staff development and training.
- Take responsibility, with colleagues, for ensuring that all Health and Safety requirements are met and other Company all policies complied with.
- Ensure understanding of and compliance with all Bradford District & Craven Mind policies and procedures.

- Complete mandatory training related to the role.
- Work in alignment with the aims, objectives, and core values of Bradford District & Craven Mind.

It is Bradford District & Craven Mind 's policy to make reasonable adjustments to enable those with disabilities to undertake the above.

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • A minimum of 5 GCSE's (or equivalent) grades A-C – must include English and ICT) 	<ul style="list-style-type: none"> • Evidence of ongoing professional development
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in a busy and demanding office environment • Proven work experience as a Receptionist, Front Office Representative or similar role • Ability to work flexibly as a team member • Utilising databases and knowledge of office systems and procedures • Able to work on own initiative and prioritise workload • Experience of diary management and appointment booking using manual and computerised systems • Experience of successfully interacting with people who present challenging behaviour • Experience of dealing with Petty cash and finance systems 	<ul style="list-style-type: none"> • Experience working within a third sector setting • Front of house experience in a healthcare setting
SKILLS	<ul style="list-style-type: none"> • Confident and successful use of IT systems and packages, including Microsoft Office (Excel, Word, PowerPoint, Outlook) 	<ul style="list-style-type: none"> • Able to minute/take notes at meetings • Able to support and supervise reception volunteers • Good numeracy skills

	<ul style="list-style-type: none"> • Excellent administrative and organisational skills • Able to work well under pressure and to a consistently high standard • Excellent communication and customer care skills (written and verbal) • The ability to multitask, prioritise and switch tasks as necessary • Multitasking and time-management skills, with the ability to prioritize tasks • Able to pay attention to detail and accurately record and communicate information • Ability to maintain a high level of confidentiality and discretion at all times • Evidenced experience of using own initiative to create solutions • Able to take the initiative and problem-solve 	
KNOWLEDGE	<ul style="list-style-type: none"> • Your own support and development needs • Handling confidential information in an administrative setting • Anti-discriminatory practice and promoting diversity 	<ul style="list-style-type: none"> • GDPR compliance • General knowledge of mental health and well-being
ATTITUDE AND PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Inclusive approach which welcomes and relates to people from many different backgrounds • Positive attitude towards those with mental health difficulties and are able to respect and value people unconditionally. 	

	<ul style="list-style-type: none">• Patient, resilient and able to cope with pressure to meet deadlines• Exceptional listening, verbal and written communication skills• Able to take the initiative, be creative, proactive and flexible• A professional approach to all duties	
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