



BE THE TRAILBLAZER  
ACTIVATE CHANGE  
STRENGTHEN LIVES  
BUILD COMMUNITIES  
EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
PURPOSEFUL ACTION  
REAL PEOPLE  
REAL FAITH  
RISK TAKERS

# RECEPTIONIST

## Application Pack

# FROM THE INTERIM CEO

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I am delighted that you are interested in the role of Receptionist with Church Army, I really hope that as you read through this job pack you get a clearer sense of who we are as Church Army and how this role fits into our desire to see communities across these islands transformed.

This is an exciting time to be part of Church Army as we continue to grow our frontline work in addition to implementing the new strands of our DARE strategy in the next three years to further our impact and reach our vision.

We are passionate about seeing communities transformed which is why Church Army is proud to work in some of the toughest communities across the UK and Ireland and make an impact that brings about real-life change. Our Centres of Mission, which are created in partnership with Diocese, are where we deploy evangelists into communities to share faith and empower and equip the local church in mission

and evangelism. We are working hard in our aim to increase to 50 Centres of Mission by 2027. In Marylebone London, we run the biggest women's only hostel which empowers women to end their homelessness and live their lives to the full. We also run the Amber Project in Cardiff which helps over 100 young people each year who battle self-harm; as well as a hostel for young people.

Our GRACEUP values are at the heart of all that we do. We are proud of our committed and passionate staff team who all contribute to our vision of seeing communities transformed. In joining Church Army, you will belong to a community of gifted people who are proud to do what they do, and we work hard to make sure our team know that they are valued for their contributions and know that they are making a difference to the lives of hundreds of people.

This role of Receptionist is based at our homeless project in London, it is a key role in providing support to the wider Project and the hundreds of women who use our services each year. The Marylebone Project is at the heart of who Church Army is and is an inspiring project that does incredible work that transforms lives everyday.

I hope that as you read through this job pack, you will be inspired and encouraged to want to join amazing team and Organisation.

A handwritten signature in black ink that reads "A. Scott". The signature is stylized with a large, sweeping initial 'A' that loops around the name.

# THE MARYLEBONE PROJECT

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The Marylebone Project is a Registered Social Landlord set up through a partnership between Church Army and the Portman House Trust.

We provide 112 long and short term beds to homeless women and offer essential facilities and support to women who visit our rough sleeper's drop-in at the Marylebone Centre. The Marylebone Centre also delivers education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Those we support are often affected by substance misuse, unemployment, domestic violence and mental health issues. Whatever their story, we aim for the same ending; self-esteem, employment and independent living. We do this by providing shelter, emotional support, education opportunities, spiritual space, and events in a welcoming and secure environment.

Our ethos is that each woman is a very special person and through the themes of:

**Spirituality** - that God loves each person regardless

**Hospitality** - that all are welcomed

**Empowerment** - equipping women to make informed choices

**Resettlement** - encouraging and supporting women towards independent living



The Marylebone Project is led by our Homeless Projects Manager, Sue Way, who also oversees our youth hostel in Cardiff. We currently employ around 40 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House. The support service we offer is 24-7 with our drop-in being just in the day.

*"I am so pleased to be the first-ever Patron of the Marylebone Project. This amazing place serves hundreds of homeless women every week and helps them make a fresh start. I love how the project empowers women to make the changes to transform their own lives. I see this myself when I visit, and I am always inspired by the stories of the women I meet."*

**Ellie Goulding, Patron**



# **THE ROLE OF RECEPTIONIST**

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We are looking for a pleasant and friendly Receptionist to join our team! As a Receptionist, you will be responsible for all receptionist and some clerical duties at the front desk of our Project.

This exciting but highly responsible role is key to ensuring that the Marylebone Project delivers a friendly, efficient and welcoming reception service to all who visit the Project and provides a safe and secure environment for the ladies we serve.

The Receptionist role is part of the administration team within the Project and, whilst you will have specific responsibility for the reception area and greeting all visitors to the Project, you will also be required to assist members of the administration team and perform certain tasks as part of the Receptionist role.

The reception and administration of the whole Project is paramount to the work we do as you will be the first face that all visitors see and will assist in ensuring that staff have the right administrative resources to perform their roles.

Your main duties will be those of Receptionist and, as a member of the wider administration team, you will also work alongside the Finance Administrator and Services Assistant to ensure that the day to day financial operations and backroom functions are fulfilled.

You will be responsible for greeting all guests and visitors to our Project ensuring that they are welcomed in a warm and friendly manner, answering queries and questions from visitors, answering all incoming calls and redirecting them or keeping messages, receiving letters and packages and ensuring they reach the appropriate destination, and checking, sorting and forwarding emails.

You will also be responsible for greeting all service users, some of whom will be in need of support and requiring a response to their immediate needs and ensuring liaison with the wider support staff for assistance.

Being based in the reception area you will be responsible for keeping this area clean, tidy and supplied with all the necessary supplies, ensuring that only authorised people enter the Project beyond the reception area, and that health and safety standards are adhered to and maintained.

You will have responsibility for compiling the Project Newsletter and updating our social media and website and you will need to liaise with the wider project to ensure that all information promoted is accurate and up to date.

Whilst you will be office and Project based you will also have the scope to liaise with external contacts in relation to visitors to the Project and follow up contact.

The administration team is part of the wider services team of the Project and incorporates reception, administration and finance and housekeeping and maintenance. All these functions are managed by the Office Manager with the Office Manager providing immediate direct line management and supervision to administration roles. Team work is key to all we do, and therefore you should be someone who is a strong team player, able to engage well with others and build a positive working environment for each other. The nature of the work is hugely rewarding but can also be challenging, which is why we look for people who are resilient, like a challenge and passionate about seeing the lives of homeless women transformed.

# JOB DESCRIPTION

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<b>Job Title:</b>	Receptionist
<b>Location:</b>	Bradbury House, Marylebone Project, Westminster London
<b>Responsible To:</b>	Office Manager
<b>Relating To:</b>	Administration and Finance
<b>Purpose:</b>	To assist the Office Manager and Administration Team in the provision of an effective and efficient administration service across the project, with particular responsibility for the reception and welcoming of staff, residents and visitors.
<b>Objectives:</b>	<ol style="list-style-type: none"><li>1. To ensure that all are welcomed to the Marylebone Project and contribute to their positive experience of the service.</li><li>2. To assist all units by answering queries from service users and offering them support when necessary.</li><li>3. To professionally and efficiently manage the telephone system for the Marylebone Project.</li><li>4. To ensure certain Health and Safety procedures are complied with for the welfare of the Marylebone Project community.</li><li>5. To provide administrative support for the Project</li><li>6. To ensure data is managed and handled appropriately, in line with Church Army and Marylebone Project policies and procedures</li></ol>

## KEY TASKS:

### 1. To ensure that all are welcomed at the Marylebone Project

- 1.1 Ensure that all those who enter Bradbury House are met with a friendly and professional greeting.

- 1.2 Ensure the reception area is clean, tidy and welcoming in atmosphere and appearance.
- 1.3 Manage the time visitors and service users are kept waiting (for appointments or responses to queries) in a friendly and efficient way.
- 1.4 Maintain a good working knowledge of homelessness issues and be able to offer advice to people who call at the project in person or by telephone.

## **2. To assist all units with frontline support for service users**

- 2.1 Answer service user queries when possible and forward on to the relevant staff member/unit when it cannot be answered immediately. Offer practical and emotional support when necessary.
- 2.2 Understand and explain when necessary the contents of the Licence Agreement and Community Rules.
- 2.3 Share any concerning service user behaviour and/or absences to the appropriate unit.
- 2.4 Appropriately use the loudspeaker and radio systems as a method of communication within the Project.
- 2.5 Ensure that up to date information about the Project, local area and relevant topics of interest are communicated to service users in the most effective way e.g. through the Weekly Diary, leaflets, noticeboards or verbally.

## **3. To professionally and efficiently manage the telephone and email systems for the Marylebone Project**

- 3.1 Answer all calls and e-mail enquiries in a friendly and professional manner.
- 3.2 Transfer calls and emails to relevant staff members or units as appropriate.
- 3.3 Take accurate messages for relevant staff members or units to return calls/emails when transfers cannot be made.
- 3.4 To provide receptionist cover for Elgood House as and when necessary due to staff absences

**4. To ensure certain Health and Safety procedures are complied with for the welfare of the Marylebone Project community**

4.1 Take a key role in the Bradbury House Fire Alarm Activation Procedure and be the co-ordinator for allocating fire warden duties in the event that the fire alarm is activated.

4.2 Ensure all persons entering and leaving the Marylebone Project sign in and out.

4.3 Ensure all visitors (except friends/family of residents) are given visitor badges.

4.4 Ensure the security of the building by monitoring access to the front door and alarms on other doors.

4.5 Manage fire, panic, lift and door alarms and Elgood House fire alarm alert phone.

**5. To provide administrative support for the Project**

5.1 Receive and log post and deliveries that arrive at Bradbury House.

5.2 To receive and acknowledge donations delivered to Reception and notify the relevant staff member.

5.3 To contribute to the effective operation of Services and Operational processes (e.g. key management, laundry token cash recording, Emergency bed support, Activities sign-up etc.).

5.4 Be responsible for any administrative tasks relating to Bradbury House Reception during daytime weekdays.

5.5 Provide the Administration Department and wider Project with administrative support as and when required.

5.6 To contribute to the upkeep of the website.

5.7 In conjunction with the Operational Manager and Office Manager update the Project social media platforms.

**6. To ensure data is managed and handled appropriately in line with Church Army and The Marylebone Project policies and procedures**



6.1 Understand and apply data protection policies and internal policies regards the sharing of information about staff, residents and/or the organisation.

**General:**

- To undertake any such duties as are commensurate with the post at the direction of the Office Manager.
- To be active as a member of the administration team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team.
- To attend an annual appraisal and regular one to one supervision with your line manager.
- To undertake any training as required for the role as identified in an appraisal or supervision.
- To adhere to Church Army's contractual and non-contractual policies at all times. These are outlined in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times

# PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

Essential	Desirable	Method of Assessment
<b>EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS</b>		
Knowledge of the challenges faced by homeless people, in particular homeless women	Experience of working in the homeless and charity sector	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> <li>• Pre-employment checks (e.g. references)</li> </ul>
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds	Experience of updating organisational social media platforms	
Voluntary or paid experience in a role requiring a high level of quality customer service	Experience of producing/editing newsletters	
	Awareness of data protection law and the appropriate sharing of personal and sensitive information	
	Experience of working in a varied administration role	
	Experience of accessing and maintaining in line systems	
<b>SKILLS AND ABILITIES</b>		
Excellent IT skills, including an ability to work with the full Microsoft Package		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> </ul>
Excellent interpersonal and customer service skills		

		<ul style="list-style-type: none"> <li>• Pre-employment checks (e.g. references)</li> </ul>
Well organised and methodical with strong administration skills		
Strong attention to detail		
Excellent verbal and written communication skills		
Able to work on own initiative and as part of a team		
Ability to work under pressure and cope with challenging and sensitive situations		
Ability to multi-task and manage conflicting priorities.		
Ability to work under pressure		
<b>OTHER</b>		
To work in conjunction with the values and ethos of the Marylebone Project		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> </ul>
The successful candidate will need to be conversant with, and in sympathy with, the aims and objectives of Church Army		

# OUTLINE TERMS AND CONDITIONS

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Salary	£23,019 per annum
Location	Marylebone Project, London
Hours	8.15am - 4.45pm Monday to Friday Bank Holiday cover will be required
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility.
Annual Leave	20 days per annum, rising by 1 day per year to a maximum of 25 days, plus 8 bank holidays
DBS	This post is not subject to an enhanced DBS check. However, all employees are expected to read and comply with Church Army's Safer Ministry Policy.
Probation Period	The post is offered subject to a successful six-month probationary period.
Contract Type	Permanent, full-time
Occupational Requirement	Physical requirement: The job involves very occasional walking throughout the Project, which is over seven floors with lift and stair access, and acceptance of deliveries. Physical mobility and ability to carry smaller items are required as essential.

# APPLICATION PROCESS

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To apply, please submit an application form which is available to download from our website: [www.maryleboneproject.co.uk](http://www.maryleboneproject.co.uk)

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: [recruitment@maryleboneproject.org.uk](mailto:recruitment@maryleboneproject.org.uk)

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**Deadline:** Midnight on Sunday, 31<sup>st</sup> May 2020.

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**Interview date:** Week commencing 8<sup>th</sup> June 2020.

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For more information about Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Successful completion of a probationary period
- Two satisfactory references



Church Army is proud to be a Living Wage Employer.