



RECEPTIONIST

PART TIME

Application Pack

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

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FROM OUR CEO

I'm delighted that you are interested in the role of Receptionist with Church Army, I hope that as you read through this job pack you get a clearer sense of who we are.

In all our work Church Army seeks to support and empower those most in need in the UK & Ireland. We walk alongside and love those who are struggling, especially the marginalised. We are a mission organisation committed to enabling the transformation of lives and communities in and by the love of God.

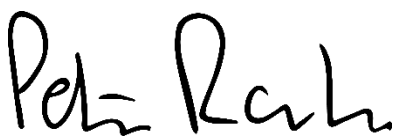
The work of Church Army makes a real difference in people's lives. Every role offers the opportunity contribute to making our vision a reality. The work that you do with Church Army really will make a difference, and we are thankful for every one of our committed and passionate staff. Our GRACEUP values are at the heart of all that we do across Church Army, in our work and in our relationships. They serve as cultural cornerstones, compass points and anchors. In joining Church Army, you will belong to a community of remarkable people who are proud to do what they do. Together we work hard to make sure our team know that they are valued for their contributions and moreover valued for who they are.

This is an exciting time to join us. As we implement our DARE strategy Church Army is growing its frontline work and growing its impact. We are proud to work in some of the toughest communities across the UK and Ireland. Our Centres of Mission, in partnership with Dioceses, are where evangelists live in local communities sharing faith, and empowering & equipping the local church in mission and evangelism. In Marylebone London, we run the biggest women's only hostel and the only 24/7 emergency drop-in centre in the UK. Marylebone empowers women to end their homelessness and live their lives to the full. In Cardiff, we run the Amber Project, which helps young people who battle self-harm, and the Ty Bronna Project, which is a hostel for homeless young people. Elsewhere one of our projects befriends, serves and supports women involved in the sex industry.

It can be challenging work. Church Army is often found where others won't go and doing things that others can't or won't. Yet it is joyful and fulfilling work. We serve in a broad range of settings, with people from all walks of life, and of all faiths and none. I am thrilled and humbled to work for an organisation that does this in God's name and your name.

I hope that you will be inspired and encouraged to want to join our amazing team.

Yours,



Peter Rouch





ROLE OF RECEPTIONIST

We are looking for a friendly, efficient, and experienced receptionist to join our growing Conference Centre team.

The Wilson Carlile Centre is a thriving conference venue and accommodation centre based in the vibrant area of Sheffield and boasts 30 en-suite rooms, a 3-bedroom apartment, 10 meeting rooms and a café. Our guests range from local groups such as Sheffield Children's Hospital or Sheffield Hallam University to larger national events including those held by Faith groups. We seek to deliver the highest possible standard of hospitality whether it's for a group of 3 or a group of 150. You will join a large team of 20+ staff that include the Centre Manager, Deputy Centre Manager, Receptionists, Porter, Catering Assistants, Chef and Conference Coordinators all committed to delivering a professional service with an ethos of hospitality, kindness and goodwill. The team help to cover the centre on a 24/7 basis.

Our receptionists are key to ensuring that all guests who visit the Centre receive a warm, friendly and hospitable service whether it is for a coffee, meeting or short-term stay. Therefore, our receptionists need to demonstrate excellent interpersonal skills; able to deliver a high standard of service; and can manage a varied workload. The reception team consists of 5 receptionists working throughout the week to provide reception services for the Centre.

The successful candidates will need to be able to be flexible in the approach to the role and other people's ways of working; and who have excellent communication skills able to relate well to a large and varied team. As the Centre has 24-7 cover and a busy schedule, they will need to have a flexible approach to the role being willing to work additional and different hours where necessary to meet the needs of the business. You find more about us at www.wilsoncarlilecentre.co.uk

Receptionists will be fully trained in dealing with all COVID guidelines including how to interact with both guests and colleagues safely and will be expected to strictly follow all procedures.

Karen Kiely, Conference Centre Manager

ROLE DESCRIPTION

Location	Wilson Carlile Centre, Sheffield
Salary	£8,494.20 per annum (£9.90 per hour)
Responsible to	Centre Manager
Relating to	Deputy Centre Manager & wider Conference Team
Hours	16.5 hours per week Normal shift pattern is Thursday & Friday 5pm-10pm Saturday 10-5pm. However, flexibility is required to cover reception across all days of the week for annual leave cover.
Pension	Church Army is an auto enrolment employer. If you are eligible for pension contributions, you will be enrolled into a qualifying scheme and minimum pension contributions will be made by the employer.
Annual Leave	25 days per annum plus bank holiday (pro rata). Bank holiday cover may be required. Some days are compulsory leave over Christmas when the office is closed.
Probation Period	The post will be subject to a six-month probation period
Contract Type	Part-Time, Open-ended
Notice Period	4 weeks (after probation period)
DBS Requirement	None
Occupational Requirement	None

Purpose:

To provide a friendly welcome to users of the Wilson Carlile Centre and provide administrative support to the staff of WCC

Objectives:

1. To provide reception services for the Wilson Carlile Centre
2. To assist in the administration of conference and accommodation bookings and the conference centre.
3. To undertake specific administrative duties
4. To be an active participant in the community of the Wilson Carlile Centre

In this role you will

- 1. To provide reception services for the Wilson Carlile Centre.**
 - 1.1 To cover the reception of the Wilson Carlile Centre for the hours required.
 - 1.2 To provide a warm welcome for staff and visitors to the Wilson Carlile Centre with an ethos of hospitality, kindness and goodwill.
 - 1.3 To answer incoming calls, managing basic enquiries and re-directing calls to the relevant department/staff member where needed.
 - 1.4 To follow all policies and procedures regarding welcome, cash handling, security and administration.
 - 1.5 To know the events taking places within the Conference Centre and be able to deal with any queries that arise.
 - 1.6 To follow all covid-related guidelines.
- 2. To assist in the administration of conference and accommodation bookings and the conference centre.**
 - 2.1 To handle initial enquiries in the absence of the Conference and Events Coordinator.
 - 2.2 To take any accommodation bookings as and when required and record as appropriate on the Reslynx booking system.
 - 2.3 To check in and out all accommodation guests ensuring the correct payment is taken as necessary and guests are seen to in a friendly and efficient manner.
 - 2.4 To ensure that the day-to-day requirements of conferences are communicated to the providers of the relevant services within the centre in a timely manner.
 - 2.5 To be the first point of contact for accommodation guests and deal with or direct queries as necessary.
 - 2.6 To manage the car parking facilities for the centre.
 - 2.7 To manage the key card system.
 - 2.8 To prepare the housekeeping sheets and to check rooms prior to guests' arrivals.

3. To undertake specific administrative duties.

- 3.1 To be the first point of contact for enquiries about the library where the librarian is not available.
- 3.2 To take responsibility for the ordering of the correct stationery and office supplies as per procedures.
- 3.3 To assist with any Church Army administration as and when required.

4. To be an active participant in the community of the Wilson Carlile Centre.

- 4.1 To help to build a sense of community and teamwork within the Wilson Carlile Centre.
- 4.2 To attend and take part in monthly community gatherings, which are designed to strengthen and develop our ethos.
- 4.3 To share in the general responsibilities of all staff regarding welcoming visitors to the Centre; answering telephones; dealing with incoming and outgoing post; handling general enquiries.

General:

- To undertake any such duties as are commensurate with the post at the direction of the Centre Manager or their Senior.
- To be active as a member of the conference 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 ones 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 outline in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times.

ROLE REQUIREMENTS

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.

All aspects of the person specification will be assessed via the application form, interview and selection process, and within pre-employment check (e.g. references).

Essential:

Experience

- Experience working in a reception role
- Experience of working in a customer service environment

Skills & Abilities

- Able to communicate effectively in English (oral and written)
- Computer literate and confident using databases
- Able to work on own initiative and prioritise tasks
- Able to work to a high standard and deliver excellent hospitality
- Attention to details and methodical approach

Attributes

- Honest and reliable
- Welcoming and friendly
- Professional at all times
- Excellent interpersonal skills

Desirable:

Experience

- Experience in a hotel or conference centre
- Experience in using a booking system

We are looking for a candidate who is in sympathy with the aims and objectives of Church Army, who is able to work the hours required for the role and can offer some flexibility to the team.

WHAT MAKES US CHURCH ARMY

Our Vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

See our [We Are Church Army](#) video.

Our Values

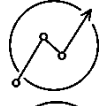
Everything we do is underpinned by our GRACEUP values:



Generous - We believe God is generous and we want to model that generosity to others.



Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



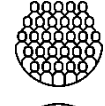
Accountable - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



Collaborative - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



Expectant - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



Unconditional - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.



Prayerful - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.



Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.



APPLICATION PROCESS

If you would like you to find out any more about the role, please contact Karen Kiely (Centre Manager) on karen.kiely@wilsoncarlilecentre.org.uk

To apply, please submit a Church Army Application Form which is available to download from the job advert on our website or email recruitment@churcharmy.org for a copy.

Recruitment for this position is ongoing until a suitable candidate is found, so please submit your application as soon as possible and you will then be contacted by our team.

What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to recruitment@churcharmy.org
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

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

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about Church Army please visit: www.churcharmy.org