



Reception Manager Vacancy

Salary: £25,000 pro rata (includes Outer London Weighting)

Hours: 21 hours per week (3 days per week)

Closing date: Friday 27th May 5pm

Barking & Dagenham CVS is looking for a reliable and confident Reception Manager for Ripple Centre, 121-125 Ripple Road, Barking IG11 7FN.

Duties will include:

Reception Area

- Maintain the reception area, keeping it neat and tidy and familiarise yourself with details of events taking place in the centre.
- You will be the first point of contact to welcome all visitors into the Centre; ensuring that they sign in and out, making sure safety procedures are followed.
- Advise the team of their visitor's arrival and occasionally escorting them to their meeting point.
- Monitor the reception photocopier ensuring it is well stocked and to provide a copying service to members of the public.
- Ensuring that all literature and posters displayed in the Reception Area are kept neat, tidy and relevant.
- Keeping track on car park usage and access and taking payments where necessary.
- Sorting and directing incoming mail and deliveries.
- Opening and closing the Reception desk each day ensuring it is neat and tidy and well stocked.
- Responsible for volunteer recruitment and development.
- Building a good relationship with caretakers, keeping them fully informed of matters arising at Ripple Centre.

Telephone

- Answer telephone calls and redirect as necessary, taking the caller's name and details to pass on. If not available, be able to take accurate messages including contact details at all times.
- Deal with enquiries either via the telephone or face to face from the public and other organisations in a helpful, polite and professional manner.

Hall and Room Bookings

- Ensure all enquiries for booking the hall and meeting rooms are done properly and followed up either by telephone or email.
- Record information onto the electronic booking system in a timely and accurate manner, ensuring that the system is kept up to date.
- Liase with customers to ensure that their requirements are properly identified and met and they are aware of or Terms and Conditions.
- Organise any catering requirements and deal with any audio – visual equipment requests by clients booking the hall and meeting rooms.
- Assist in setting up and preparing the hall and meeting rooms with client's requirements.
- Meet and greet all clients and brief them on the Ripple Centre's Health and Safety policies and procedures.
- Chase up payments relating to the hire of the venue and assist in ensuring all invoices are paid in line with the payment terms and filed correctly.

The successful candidate must have excellent communication skills, be smart and neat in appearance and be able to work alone and unsupervised carrying out all duties to the best of their ability.

Please contact Chris Downham on 020 8532 7323 or chris.downham@bdcvs.org.uk for an application pack

Barking & Dagenham CVS is an Equal Opportunities employer