

Receptionist – Job Description



Purpose

To attend to people who participate in activities and events at the RTC, making Users feel welcome and supporting them in terms of safety.

Responsibilities

1. This post is managed by the Lead Trustee for the post on the RTC Board of Trustees; coordinate with them regularly to agree a schedule of duties and tasks.
2. Staff the Reception area at various times (including out of hours and at weekends).
3. Reception tasks e.g. User support, including greeting visitors, taking sales and activity fees (use of contactless EPOS), records (signing visitors in), checking mail.
4. Uphold the RTC's ethos of providing a welcoming, supportive, and inspiring space, and represent the business with a helpful and positive attitude and a professional appearance.
5. Manage RTC User monitoring records.
6. Set up, clean and put away equipment and furniture for activities, events and meetings (Manual Handling training provided).
7. Maintain an equipment log (including furniture); report maintenance needs to Lead Building Trustee.
8. Maintain security, check CCTV when needed, and report any suspicious activity.
9. Clean, organise and maintain the Reception and Office area.
10. Organise and coordinate Reception Volunteers.
11. Be aware of RTC Safety Procedures – manage Users in the event of an emergency, and generally ensure Health & Safety (including Covid) compliance during sessions.
12. Engage with Volunteers and RTC Users, bringing suggestions or issues to the Lead Trustee.
13. Take responsibility for organising your own work and participate in regular Supervision sessions and training.
14. Engage in public relations and marketing to a minor degree.
15. Undertake any other tasks as required for the safe and satisfactory running of the RTC.



Receptionist – Person Specification

Receptionist	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> GCSE and/or relevant experience 	<ul style="list-style-type: none"> Food Hygiene, Level 1 BICSc training Recent DBS 	<ul style="list-style-type: none"> Application Form Selection Process Pre-employment checks and References
Experience	<ul style="list-style-type: none"> Experience managing sales to the public 	<ul style="list-style-type: none"> Reception or administration experience Familiar with Risk Assessments Familiar with EPOS systems Familiar with the work of a community organisation 	<ul style="list-style-type: none"> Application Form Selection Process Pre-employment checks and References
Skills and knowledge	<ul style="list-style-type: none"> Excellent presentation & communication skills, both verbal and written Good IT skills, including Word, Excel, Email and Calendars Excellent numeracy skills Highly reliable and organised Highly responsible, ability to work both on own initiative and collectively, and under pressure 	<ul style="list-style-type: none"> Understanding of community engagement Understanding of Safeguarding issues 	<ul style="list-style-type: none"> Application form Selection Process, including IT skills checks Pre-employment checks and References
Personal Qualities	<ul style="list-style-type: none"> Approachable, friendly, and can communicate persuasively Motivated, with a can-do approach Committed to an active community, valuing diversity and equal opportunities Willing to work outside normal office hours 		<ul style="list-style-type: none"> Application form Selection Process Pre-employment checks and References



Housekeeper – Job Description

Purpose

To contribute to keeping all RTC areas clean and hygienic.

Responsibilities

1. This post is managed by the Lead Trustee for the post on the RTC Board of Trustees; coordinate regularly with them to agree a schedule of cleaning and duties.
2. Clean and disinfect in all RTC premises areas according to the schedule; clean and disinfect fixtures, portable equipment and furniture as needed (using wash cloths, mops, aprons, tea-towels, and tablecloths appropriately).
3. Ensure Housekeeping standards are followed, including all safety and sanitation policies, and be aware of and follow current RTC Policies and Procedures.
4. Follow Covid or other guidance in force at the time.
5. Restock toiletries (handwash, toilet paper, paper towels) and hand sanitiser.
6. Sort and remove recycling and non-recyclable waste to the correct bins; place and retrieve bins for roadside collection. Coordinate sanitary bin emptying.
7. Keep a log of materials Safety Data Sheets (SDS) for current cleaning materials, comply with them, and update them as necessary.
8. Keep a log of Spillage Procedures and update as necessary.
9. Maintain an inventory of cleaning materials and equipment; keep track of stocks and organise ordering when necessary.
10. Establish and maintain Standard Operating Procedures (or Method Statements) for cleaning tasks.
11. Carry out minor maintenance tasks, such as replacing displaced toilet seats, unclogging sinks, replacing toilet brushes.
12. Report any necessary maintenance of RTC fittings, equipment or furniture.
13. Assist Staff, Volunteers and Trustees when needed for optimum service to Users.
14. Consistently offer a professional and friendly service.
15. Perform additional duties as needed; these may include extra cleaning duties after larger activities or events, and regular disinfection or deep cleaning on a rotation.

Housekeeper – Person Specification



Housekeeper	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> GCSE and/or relevant experience 	<ul style="list-style-type: none"> BICSc training Food Hygiene, Level 1 Recent DBS 	<ul style="list-style-type: none"> Application Form Selection Process Pre-employment checks and References
Experience	<ul style="list-style-type: none"> Domestic Housekeeping experience 	<ul style="list-style-type: none"> Commercial Housekeeping experience 	<ul style="list-style-type: none"> Application Form Selection Process Pre-employment checks and References
Skills and knowledge	<ul style="list-style-type: none"> Good IT skills, including Word and Email Good numeracy skills Good communication skills and teamworking skills Organised, responsible, with ability to work on own initiative 	<ul style="list-style-type: none"> Familiar with BICSc-compliant colour codes Familiar with COSHH & Method Statements Familiar with Safety Data Sheets Familiar with Risk Assessments Able to demonstrate safe dilution procedures 	<ul style="list-style-type: none"> Application form Selection Process, including ICT checks Pre-employment checks and References
Personal Qualities	<ul style="list-style-type: none"> Professional appearance and attitude, respects confidentiality Physically fit, with stamina, for moving and cleaning tasks Very high attention to detail, able to spot areas which hold and hide dust and dirt Commitment to recycling properly Motivated, with a can-do approach Willing to work outside normal office hours on some occasions 	<ul style="list-style-type: none"> A commitment to low waste and energy saving 	<ul style="list-style-type: none"> Application form Selection Process Pre-employment checks and References