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## Job Description

**Job title:** Front of House - Receptionist

**Main purpose of the job:**

1. Ensure a first rate customer service for all HARP stakeholders.
2. Ensure that the reception area is staffed at all times and that all visitors are correctly booked in and the service they require is identified and communicated to the team.
3. Engage positively and confidently with clients.

**Department:** The Bradbury

**Scale:** NJC Points 6 - 9

**Salary:** See HARP website for salary

**Hours:** Part Time (16hrs per week)

**Term:** Permanent

**Position reports to:** Co-ordinator/ Team Manager

**Position is responsible for:** Volunteers, Peer Mentors

**Main Responsibilities**

- Ensure service users receive a welcoming, supportive and positive experience.
- Build warm and positive relationships with service users, keeping the individual's best interests at heart.
- Work closely with the Catering Manager and Assessment Coordinator with regard to the provision of food parcels, clean clothing for rough sleepers and the use of the laundry and showers in accordance with the centre procedure.
- Have a positive approach to working with volunteers - working collaboratively to develop an outstanding front of house service.
- Ensure that all health & safety checks within our buildings are carried out in accordance with HARP policies and procedures.
- Show flexibility and positivity to undertake any reasonable requests from management to aid HARP in achieving its aims.

**Delivery**

- Communicate clearly and affectively in person, via email, telephone and web chat.
- Ensure that all residents have an accurate fully maintained case file.

- Support and assist clients in obtaining the correct medical, dental and mental health care necessary to maintain a healthy life-style.
- Encourage clients who suffer with substance misuse issues to take steps to deal with these problems and support and them in engaging with the specialist agencies that can offer them treatment.
- Assist colleagues in promoting and booking a range of meaningful activities groups as required.
- Ensure that anti-oppressive practices are an integral part of the service and that it is applied to all our residents and clients.

### **Monitoring and Evaluation**

- Ensure that the information on the HARP In-Form database is accurate and fully updated so that it is always available for monitoring and reporting purposes.

### **Stakeholder Management**

- Develop and maintain good professional working relationships with all agencies that work in partnership with HARP.

### **GDPR & Data Protection**

- Ensure all HARP data is kept according to HARP's GDPR and Data Protection policies in line with national legislation.

### **Confidentiality**

- Treat personal, private or sensitive information about individuals, organisations and/or clients or staff with confidentiality.

### **Budget**

- Record and provide timely information to the team manager to ensure that the donations and catering records and budget is effectively managed.

### **Housing Management**

- To ensure HARP properties, whether owned or leased, and the surrounding environment is safe and secure; conducive for effective client engagement and support and also supports cohesive neighbour and community relations.

### **Press and PR**

- Support the work of the Fundraising & Communications Departments as required in promoting HARP's services to the local press and media agencies.

## Person Specification

### Qualifications

1. NVQ Level 2 or equivalent in Customer Service, Health and Social Care (Adults), Housing, IAG (Information, Advice and Guidance) or any other related qualification. **Desirable**

### Relevant experience

2. Knowledge of the Regulatory requirements and best practice guidance relating to people that are affected by homelessness and the issues that may affect them. **Desirable**
3. Experience of applying Health & Safety guidance. **Desirable**
4. Minimum 6 months' experience of dealing with general public face to face, over the telephone or via email. **Essential**

### Aptitude, Skills and Abilities

5. Ability to cope with challenging situations, and deal with them calmly, efficiently and effectively. **Essential**
6. IT skills at a level to effectively use email, internet and database systems. **Essential**
7. Self-motivation and the confidence to work alone but can also work co-operatively and flexibly as part of a team. **Essential**

### Personal Attributes

8. Patience, politeness and self-control. **Essential**
9. To undertake any further training that may be seen as necessary. **Essential**