



Diocese of Westminster

Job Profile	Relief Receptionist
Department / Parish / Agency	Vaughan House Administration
Reporting to	Manager – Reception and Cleaning teams
Cost Centre	297
Location / Address	Vaughan House, 46 Francis Street, London, SW1P 1QN
Management of	n/a
Contract type	Casual Contract
Hours	Zero hour (Casual)
Salary	£14 per hour
Job reference number	582-297

Job Purpose:

- To provide day to day reception cover for Vaughan House and Archbishops House (as required)
- To manage and maintain reception area

Principal duties and responsibilities:

1. Greet all visitors and staff members in a pleasant and helpful manner
2. Maintain the reception area including answering the telephone dealing with enquiries and taking messages as required and passing them on to the right staff
3. To ensure all visitors are signed in the Confidential visitor's book, informing departments of visitor's arrival etc.
4. Ensure visitors know of fire exits and procedures
5. Oversee all bookings of the conference and meeting rooms & prepare rooms for users. Must be familiar with the audio-visual equipment in the meeting rooms and know how to trouble shoot simple problems
6. Liaise with IT for smart screen issues if required
7. To ensure the meeting rooms are equipped with facilities and in a ready state for meetings
8. Inform Maintenance of any faults in Vaughan House, Archbishop's House offices or in the common areas
9. Check the meeting rooms are cleaned up after meetings including loading the dishwasher and emptying if required
10. Check to ensure the cleanliness of toilets during the day
11. Test fire alarm every week and check/log inspection of fire safety equipment in the Reception and basement area
12. Ensure all electrical equipment is kept in good working order.
13. Check all areas are secure such as entry and exit doors at the end of the day to ensure they work as they should. Must also check the toilets aren't left with open taps and all fridges in the kitchens are closed
14. Ensure the area of the notice boards and all literature holders are in date and tidy and no unnecessary literature has been left on these
15. Arrange parking for employees & visitors.
16. Replenishment of all supplies for Vaughan House and Archbishop's House departments as required.
17. Arrange access to the underground car park, allocate new spaces as required and update records accordingly
18. Check heating/air-conditioning/lights are switched off at the end of the day

19.To prepare a summary on an excel spreadsheet of the weekly bookings in Vaughan House and send to concerned individuals

20.Familiarise the rules around data protection, training will be provided

21.Must be familiar with Intermediate Microsoft Word and Excel

Mail/deliveries

1. To be responsible for the distribution of all incoming and outgoing post including the sending of mail by courier, recorded delivery, special delivery etc if necessary
2. To sort the mail deliveries and deliver mail (including internal mail) to the flats in Morpeth Terrace, Archbishop's House, Clergy House and Choir school
3. To notify addressee of any deliveries and to sign for deliveries in the absence of addressee.
4. To ensure all mail is taken/delivered to the respective department and no mail is left overnight in the mail boxes

Office supplies

1. To maintain stock level supplies for the Meeting room, Conference room and bathrooms (i.e. dishwasher tablets, flip-chart paper, cutlery/crockery, paper cups, toilet paper, hand soap, air freshener, etc)and inform Line Manager when stock runs low
2. Ensure all equipment i.e. overhead projector and microphones, are in good working order and you are familiar with how these operate
3. Update the staff telephone directory on an excel spreadsheet as required

Our Diocesan Values

Catholic social teaching covers all spheres of life, whether economic, political, personal or spiritual. At the heart of Catholic social teaching are the four ethical values of love, truth, justice, and freedom.

As the administrative support function of the diocese, here to serve our parishes, agencies and schools, it would be out of step if we did not hold similar values.

We believe that for us to succeed we aspire to be person-centered and place human dignity at our centre. We strive to take a holistic approach to the development of our people so that we may better serve the functions of our church.

Our core values are **Competence, Reliability, Honesty, Perseverance and Love.**

Competence

We strive to achieve total competence in all that we do. As an employer and as the administrative support function to our parishes, agencies and schools, we are committed to developing and maintaining our knowledge, our skills and our expertise at the highest level required to benefit those we serve.

Reliability

Because our parishes, agencies and schools rely on us to support them in the work that they do, we aspire to deliver excellent service with consistency. We can be depended upon to deliver on commitments and promises and make the lives of those we support more rewarding.

Honesty

We will act with integrity and truth, and be straightforward in our dealings with others at all times. We will challenge when appropriate, and act with fairness and transparency at all times. If we make an error, we will

own that mistake and can be trusted to make it right. We will be authentic in our passion for the support we provide to our parishes, agencies and schools.

Perseverance

We shall always demonstrate a steady persistence in every course of action. We will be tenacious, disciplined and committed. Our collective perseverance speaks to continuing to provide support and service even when faced with difficulties and challenges. We shall be persistent in our pursuit of continual improvement and excellence, and demonstrate determination, tenacity and integrity in everything that we do.

Love

We will demonstrate our love through the dedication and devotion we extend to all our parishes, agencies and schools. We will consistently act with empathy, understanding and passion. We will value each other and celebrate colleagues’ success; we will support, provide care and compassion to those who need it. We will be relied upon to be competent, reliable and honest.

Person specification:

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition to our diocesan values, you will also need to be able to demonstrate the following areas.

Skills/competence requirements	Essential/ Desirable
Ability to work methodically and consistently.	Essential
Excellent organisational skills, able to prioritise and meet tight deadlines	Essential
Excellent verbal and written communication skills	Essential
Ability to work within a small team, comprising other paid staff and volunteers.	Essential
Ability to handle challenging people and situations	Essential
Ability to work alone, using initiative	Essential
Ability to adopt a flexible approach	Essential
Ability to project a friendly, professional manner, both in person and on the telephone	Essential
Ability to work with complete discretion and confidentiality	Essential
An ability to respond to issues with sensitivity compassion empathy and good judgement	Essential
Experience	
Relevant experience as a Receptionist	Essential
Some understanding of the Catholic Church, its structure and organisation	Essential
Qualifications	
Intermediate Microsoft Office Software package (Word, Excel)	Essential