



Diocese of Westminster

Job profile: Clergy House Receptionist
Location: Clergy House, Westminster Cathedral
Reporting to: Senior Receptionist
Job Reference:

Job Purpose:

- To provide 2-day reception cover for Clergy House
- To manage and maintain reception area
- To provide administrative support to the College of Chaplains, Cathedral Lay Staff and volunteers as directed by the senior receptionist

Principal duties and responsibilities

Reception

1. To greet all visitors and staff members in a pleasant and helpful manner
2. To maintain the reception area including answering the main switchboard dealing proactively with enquiries, taking messages as required and transferring calls to the appropriate department.
3. Monitoring, answering and forwarding of all emails that come into CH Reception.
4. To sort any incoming post and handle the Post Office collection of the outgoing mail.
5. To deliver mail (including internal mail) to the Clergy House and Archbishop's House complex.
6. To deal with daily deliveries to Clergy House.
7. To sign and notify addressee of any deliveries and to sign for deliveries in the absence of addressee.
8. To oversee all bookings of meeting rooms 1&2, and prepare rooms for users
9. Inform Maintenance of any faults in Clergy House.
10. Ensure visitors know of fire exits and procedures.
11. To ensure the area of the notice boards and all literature holders are up to date and tidy.
12. To be initial contact point for the booking of Mass intentions.

Admin Support

1. Data input and maintenance of the Mass Intentions Spreadsheet, preparation of weekly intentions sheet.
2. To take particulars as required by the registrar for the issuing of copy certificates.
3. To undertake ad hoc administrative tasks as required, including, but not limited to: research, typing, data input.
4. Booking responsibility for the Hinsley Room – rescheduling existing approved users as appropriate and forwarding new requests to Cathedral Manager for approval
5. Responsible for booking Mass Intentions & Sanctuary Lamps at the Cathedral.

Person specification: Receptionist & Admin Support
Contract Type: Permanent
Salary: £14.20 per hour
Hours of work: 16 hours per week – 9am-5.20pm (unpaid lunch break 1pm-1.20pm)

Experience required

1. Relevant experience in a similar position
2. A general understanding of the social and moral teachings of the Catholic Church.

Competences required

1. Ability to project a friendly, professional and helpful attitude, both in person and on the telephone
2. Excellent organisational skills, able to prioritise and meet tight deadlines

3. Good communication skills
4. Ability to work alone, using initiative whilst maintaining discretion and confidentiality at all times.
5. Ability to work methodically and consistently
6. Ability to work well as part of a team

Qualifications required

1. Intermediate Microsoft Office Software packages (Word, Excel, and Outlook)