



Job Title	Casual Receptionist
Department / Parish / Agency	Vaughan House Administration
Reporting to	Head of Security
Cost Centre	297
Location / Address	Vaughan House, 46 Francis Street
Management of	n/a
Contract type	Zero hour Contract
Hours of work	Casual
Salary per annum	£13 per hour
Job reference number	240-297

Job Purpose:

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

Principle duties and responsibilities:

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 with enquiries and taking messages as required
3. To carry out general reception duties, such as answering the telephone, ensuring all visitors sign the visitor's book, informing departments of visitor's arrival etc.
4. To oversee all bookings of the conference and meeting rooms & prepare rooms for users
5. To ensure conference rooms are stocked with appropriate equipment.
6. Inform Maintenance of any faults in Vaughan House or the car park areas.
7. Ensure visitors know of fire exits and procedures.
8. To ensure all electrical equipment is kept in good working order.
9. To ensure the area of the notice boards and all literature holders are up to date and tidy.
10. Arrange parking for employees & visitors.
11. Milk, Tea/Coffee, Towels distribution to departments.
12. Replenishment of tea and coffee supplies for Vaughan House departments as required.
13. To arrange access to the underground car park, allocate new spaces as required and update records accordingly.

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.
2. To sort the morning 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. Frank all VH depts post during the day & the main bulk of it in the afternoon
5. To order milk, bring delivery into the building in the mornings and to arrange payments.

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, air freshener, etc).
 2. To ensure all equipment i.e. overhead projector and microphones, are in good working order.
 3. To arrange the weekly stationery orders for Vaughan House
 4. To update the staff telephone directory as required
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Our Diocese Values

Catholic social teaching covers all spheres of life, whether this is economic, political, personal or spiritual. At the heart of Catholic social teaching are principles and the four ethical values of love, truthfulness, 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 & 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 that we serve.

Reliability

Because our parishes, agencies and schools rely upon us to support them in the work that they do, we aspire to deliver with consistency excellence in service. 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, truthfulness and straightforwardness 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 challenge. We shall be persistent in our pursuit of continuous improvement and excellence and will 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

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 an Receptionist	Essential
Some understanding of the Catholic Church, its structure and organisation	Essential
Qualifications	
Intermediate Microsoft Office Software package (Word, Excel, Publisher)	Essential