

Rotherham Sight & Sound

Job Description – Receptionist

Hours of Work: Monday to Friday, 8:30am to 4:30pm, half hour lunch break.

Salary: Negotiable, dependent upon skills and experience.

General Information:

Sheffield Royal Society for the Blind has been commissioned by Rotherham Metropolitan Borough Council to provide a range of service to support people with a sensory impairment. As part of this project we are establishing a centre on Ship Hill, Rotherham. This centre will provide a range of facilities including office accommodation, providing services for visually impaired people, hearing impaired people (hearing aid users) and Deaf people (British Sign Language users).

An understanding of the needs of people with a visual/hearing impairment and/or BSL is desirable but not essential. However, the willingness to learn how to communicate with our client group and gain a full appreciation of their needs is essential.

In the main this role will be based in our Ship Hill Centre.

Duties & Responsibilities:

Reporting to the Centre Co-ordinator and working as part of a team of people dedicated to providing a high quality service for people with a sensory impairment in Rotherham and surrounding areas.

Generally to greet all visitors to the centre and answer the telephone directing visitors and callers to the appropriate staff/departments.

Specific responsibilities will include, although not restricted, to:

1. To welcome visitors to the Centre and dealing with enquiries in an appropriate manner.
2. To answer the telephone and direct calls quickly to the relevant person.
3. To ensure that the Reception and Equipment Centre areas are kept tidy and presentable at all times.
4. To supervise volunteers assisting with reception duties.
5. To assist generally with office administration tasks including creating and updating client/volunteer records on our database .
6. In conjunction with the Centre Co-ordinator and volunteers, oversee and operate our Equipment Centre demonstrating and selling specialist equipment for people with a sensory impairment. This will be an initial trial to see how busy the Equipment Centre is and if necessary an additional staff member will be recruited.

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7. Liaise with various departments within SRSB's Sheffield headquarters as required, including:
 - a. Fundraising & Marketing
 - b. Finance
 - c. Community Engagement Team
 - d. Community Advice Officers
8. In conjunction with the Centre Co-ordinator and SRSB's Volunteer Co-ordinator, oversee and allocate work to volunteers.
9. Take responsibility for being a nominated keyholder for the intruder alarm.
10. Undertake appropriate training as and when required, some of which will be Health & Safety related and some of which will be skills related.
11. Other ad-hoc duties as may be required from time to time.

The list of specific duties and responsibilities is not exhaustive and the successful candidate must be able to work flexibly, assuming many different roles and responsibilities.

All Staff are required to:

Understand and comply with all relevant legislation and SRSB's policies and procedures, including data protection, safeguarding and health & safety. Confidentiality of information relating to clients, volunteers and staff is of paramount importance.

To bring to the attention of the General Manager any serious problems or areas of concern

Work as part of a team for the benefit of people with a sensory impairment. They are expected to be conscientious, adaptable and flexible in their duties.

Actively promote the work of Rotherham Sight & Sound for the provision of help, support and provision of services in various forms which benefit people with a sensory impairment in Rotherham and the surrounding area.

Undertake appropriate training as and when required, some of which will be Health & Safety related and some of which will be skills related.

Benefits:

Life Assurance

All staff are covered under a life assurance policy for twice their annual salary.

Pension

You will be auto enrolled in SRSB's staff pension scheme immediately and contribute 1% of your gross earnings (plus employer contribution 1%). This percentage is due to increase to 3% employee (employer 2%) in April 2018 and 5% employee (employer 3%) in April 2019, subject to the government not deferring these increases. If you wish to contribute over and

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above this percentage you may do so, but SRSB will not match this extra contribution. This is a 'money purchase' scheme and is contracted in to SERPS.

Holidays:

20 days per annum plus 9 days statutory/customary holidays. 3 days must be reserved for the Christmas/New Year shutdown. Our holiday year is 1st January to 31st December each year, holiday entitlement accruing pro-rata throughout the year.

Person Specification:

Skills/Attributes	Essential	Desirable
Able to work on own initiative and as part of a team	✓	
Be committed to ensuring we deliver a high quality service in all aspects of the charity's operations	✓	
Excellent IT skills including email, spreadsheets, word processing and use of CRM/Database software (currently Goldmine for which training will be given, but due to be upgraded over the next year)	✓	
Previous working experience in the voluntary sector		✓
Approachable	✓	
Excellent Interpersonal Skills	✓	
Effective communication skills – written and oral	✓	
Excellent written and spoken English	✓	
Excellent organisation and administration skills	✓	
Tolerant and unflappable	✓	
Honest & Trustworthy	✓	
Hold a full driving licence & have use of a vehicle		✓
You should have, or be able to develop, a good understanding of the needs of people with a sensory impairment	✓	
Due to the nature of our work, guide dogs and hearing support dogs will regularly be present in our Centre. Hence, it is necessary that the successful applicant does not have any unmanageable allergies to dogs and does not object to them accompanying their owners around the building	✓	
Due to the nature of the role, applicants need to be generally in good health and, whilst there is nothing excessively heavy, some moving of furniture (tables and chairs) may be necessary to set up rooms for meetings/events etc	✓	