

Rotherham Sight & Sound

Job Description – Receptionist

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

Salary: Negotiable subject to relevant skills and experience

Rotherham Sight & Sound (RSS) is a division of Sheffield Royal Society for the Blind (SRSB), having been open in Rotherham on Ship Hill since August 2017. We support people with a sensory impairment (visual impairment and/or hearing impairment, including profoundly deaf people who use British Sign Language (BSL)

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.

Duties & Responsibilities:

Supporting staff with the operation of Rotherham Sight & Sound 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.

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 areas are kept tidy and presentable at all times.
4. General office administration tasks including creating and updating client/volunteer records on our database, Logging group attendance, etc.
5. Generating reports from our database to support members of the management team.
6. 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
7. Undertake appropriate training as and when required, some of which will be Health & Safety related and some of which will be skills related.
8. 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.

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Person Specification:

Experience and Qualifications	Essential	Desirable
Experience of empowering individuals to meet their goals		✓
Experience of working in the field of sensory impairment		✓
Experience of working in the voluntary sector		✓
Commitment to own continuing professional development and attendance at further training	✓	
Skills/Attributes		
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 to Microsoft Dynamics during the course of the year)	✓	
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	✓	
A knowledge of British Sign Language		✓
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	✓	

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Qualities and Competencies	Essential	Desirable
Self motivated	✓	
Personal commitment to equal opportunities and anti-discriminatory practices	✓	
Ability to motivate and support others	✓	
A commitment to empowerment	✓	
Conscientious and thorough in record keeping, data collection and data protection to support service delivery and development	✓	
Other Requirements		
Ability to travel for events such as training, forums etc	✓	
This post may require some very occasional UK travel and may include occasional overnight stays	✓	
Appointment is subject to an Enhanced DBS check and satisfactory references, including a reference from your current/most recent employer	✓	

All Staff are required to:

Understand and comply with all relevant legislation and SRSB/RSS 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 RSS/SRSB 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.

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Benefits:

Life Assurance

All staff are covered under a life assurance policy for twice their annual salary. However, please note that this is not a contractual obligation and whilst we have no intention of removing this benefit the Charity in its sole and absolute discretion reserves the right to discontinue, vary or amend the scheme (including the level of your cover) at any time on reasonable notice to you.

Pension

You will be auto enrolled in SRSB's staff pension scheme immediately subject to you meeting the relevant criteria in terms of age and earnings. If you are auto enrolled you will contribute 5% of your gross earnings (plus employer contribution 3%). If you wish to contribute over and 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

Full time equivalent of 23 days per annum plus 9 days statutory/customary holidays. Up to 3 days must be reserved for the Christmas/New Year shutdown. Additional holiday entitlement starts to accrue after 3 years' service. Our holiday year is 1st January to 31st December, holiday entitlement accruing pro-rata throughout the year.