



RECEPTIONIST

Application Pack

BE THE TRAILBLAZER
ACTIVATE CHANGE
STRENGTHEN LIVES
BUILD COMMUNITIES
EMBRACE THE CHALLENGES
BE THE HELPING HAND
FAITH TAKING ACTION
PURPOSEFUL ACTION
REAL PEOPLE
REAL FAITH
RISK TAKERS

ABOUT CHURCH ARMY

We are delighted that you are interested in the role of **Receptionist** with Church Army, I really hope that as you read through this job pack you get a clearer sense of who we are as Church Army and how this role fits into our desire to see communities across these islands transformed.

This is an exciting time to be part of Church Army as we continue to grow our frontline work in addition to implementing the new strands of our DARE strategy in the next three years to further our impact and reach our vision.

We are passionate about seeing communities transformed which is why Church Army is proud to work in some of the toughest communities across the UK and Ireland and make an impact that brings about real-life change. Our Centres of Mission, which are created in partnership with Diocese, are where we deploy evangelists into communities to share faith and empower and equip the local church in mission and evangelism. We are working hard in our aim to increase to 50 Centres of Mission by 2027. In Marylebone London, we run the biggest women's only hostel which empowers women to end their homelessness and live their lives to the full. We also run the Amber Project in Cardiff which helps over 100 young people each year who battle self-harm; as well as a hostel for young people.

Our GRACEUP values are at the heart of all that we do. We are proud of our committed and passionate staff team who all contribute to our vision of seeing communities transformed. In joining Church Army, you will belong to a community of gifted people who are proud to do what they do, and we work hard to make sure our team know that they are valued for their contributions and know that they are making a difference to the lives of hundreds of people.

This role of Receptionist is part of is based at the Wilson Carlile Centre in Sheffield, which homes our national office team and operates as a reputable accommodation and conference centre; it is a fun and hardworking team to be part of.

We hope that as you read through this job pack, you will be inspired and encouraged to want to join amazing team and Organisation.



WE ARE CHURCH ARMY

We are Church Army. We are catalysts; strengthening lives and communities. We do not shy from the gospel because we believe it changes lives.

Our vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

Our values

Everything we do is underpinned by our GRACEUP values:

Generous - We want to model God's generosity to others.

Risk-taking - We have a long heritage as a pioneering movement, prepared to take risks and give colleagues permission to seek to do new things.

Accountable - We are accountable to God and others. We want to be reliable and live responsibly to high professional standards.

Collaborative - We are committed to partner with those who share our values; we believe it enhances our work.

Expectant - We are hopeful, expecting God to do new things amongst us.

Unconditional - God loves everyone and everyone is significant in his eyes; we will serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.

Prayerful - We listen for God's voice and want to be obedient to him. We want to be like Jesus in our actions and witness.

See our [We are Church Army](#) video here



ROLE OF RECEPTIONIST

We are looking for a friendly, efficient and experienced receptionist to join our growing Conference Centre team.

The Wilson Carlile Centre is a thriving conference venue and accommodation centre based in the vibrant area of Sheffield and boasts 30 en-suite rooms, a 3-bedroom apartment, 10 meeting rooms and a café. Our guests range from local groups such as Sheffield Children's Hospital or Sheffield Hallam University to larger national events including those held by Faith groups. We seek to deliver the highest possible standard of hospitality whether it's for a group of 3 or a group of 150. You will join a large team of 20+ staff that include the Centre Manager, Deputy Centre Manager, Receptionists, Porter, Catering Assistants, Chef and Conference Coordinators all committed to delivering a professional service with an ethos of hospitality, kindness and goodwill. The team help to cover the centre on a 24/7 basis.

Our receptionists are key to ensuring that all guests who visit the Centre receive a warm, friendly and hospitable service whether it is for a coffee, meeting or short-term stay. Therefore, our receptionists need to demonstrate excellent interpersonal skills; able to deliver a high standard of service; and can manage a varied workload. The reception team consists of 5 receptionists working throughout the week to provide reception services for the Centre. Receptionists will be fully trained in dealing with all COVID guidelines including how to interact with both guests and colleagues safely and will be expected to strictly follow all procedures.

The successful candidates will need to be able to be flexible in the approach to the role and other people's ways of working; and who have excellent communication skills able to relate well to a large and varied team. As the Centre has 24-7 cover and a busy schedule, they will need to have a flexible approach to the role being willing to work additional and different hours where necessary to meet the needs of the business. You find more about us at www.wilsoncarlilecentre.co.uk

Karen Kiely, Centre Manager

JOB DESCRIPTION

Job Title:	Receptionist (Part-Time)
Location:	Wilson Carlile Centre, Sheffield
Responsible To:	Centre Manager
Relating To:	Deputy Centre Manager & Conference Centre Team (Conference and Events Advisor, Conference Coordinator, Porters, and Housekeepers)
Purpose:	To provide a friendly welcome to users of the Wilson Carlile Centre and provide administrative support to the staff of WCC
Objectives:	<ol style="list-style-type: none">1. To provide reception services for the Wilson Carlile Centre2. To assist in the administration of conference and accommodation bookings and the conference centre.3. To undertake specific administrative duties4. To be an active participant in the community of the Wilson Carlile Centre

RESPONSIBILITIES AND KEY TASKS:

- 1. To provide reception services for the Wilson Carlile Centre.**
 - 1.1 To cover the reception of the Wilson Carlile Centre for the hours required.
 - 1.2 To provide a warm welcome for staff and visitors to the Wilson Carlile Centre with an ethos of hospitality, kindness and goodwill.
 - 1.3 To answer incoming calls, managing basic enquiries and re-directing calls to the relevant department/staff member where needed.
 - 1.4 To follow all policies and procedures regarding welcome, cash handling, security and administration.
 - 1.5 To know the events taking places within the Conference Centre and be able to deal with any queries that arise.
 - 1.6 To follow all Covid-19 related guidelines and regulations in place.
- 2. To assist in the administration of conference and accommodation bookings and the conference centre.**
 - 2.1 To handle initial enquiries in the absence of the Conference and Events Coordinator.
 - 2.2 To take any accommodation bookings as and when required and record as appropriate on the Reslynx booking system.
 - 2.3 To check in and out all accommodation guests ensuring the correct

payment is taken as necessary and guests are seen to in a friendly and efficient manner.

- 2.4 To ensure that the day to day requirements of conferences are communicated to the providers of the relevant services within the centre in a timely manner.
- 2.5 To be the first point of contact for accommodation guests and deal with or direct queries as necessary.
- 2.6 To manage the car parking facilities for the centre.
- 2.7 To manage the keycard system.
- 2.8 To prepare the housekeeping sheets and to check rooms prior to guests' arrivals.

3. To undertake specific administrative duties.

- 3.1 To be the first point of contact for enquiries about the library where the librarian is not available.
- 3.2 To take responsibility for the ordering of the correct stationery and office supplies as per procedures.
- 3.3 To assist with any Church Army administration as and when required.

4. To be an active participant in the community of the Wilson Carlile Centre.

- 4.1 To help to build a sense of community and teamwork within the Wilson Carlile Centre.
- 4.2 To attend and take part in monthly community gatherings.
- 4.3 To share in the general responsibilities of all staff regarding:
 - Welcoming visitors to the Centre;
 - Answering telephones;
 - Dealing with incoming and outgoing post;
 - Handling general enquiries.

General:

- To undertake any such duties as are commensurate with the post at the direction of the Centre Manager or Deputy Centre Manager.
- To be an active member of the Conference Centre team, participating in team meetings and in the overall objectives and life of the team.
- To attend an annual appraisal and regular one to ones with the line manager.
- To undertake any training as required for the role as identified in an appraisal or supervision.
- To adhere to Church Army's contractual and non-contractual policies always. These are as outlined in the Staff Handbook and on Church Army's intranet document library.
- To be sympathetic to the ethos of Church Army and its work.
- To act in the best interest of Church Army at all times.
- To adhere to all Covid-19 related safety procedures

PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience		
Experience working in a reception role	Experience in a hotel or conference centre	<ul style="list-style-type: none"> • Application Form • Interview & Selection Process • Pre-employment checks (e.g. references)
Experience of working in a customer service environment	Experience using a booking system	
Skills and Abilities		
Able to communicate effectively in English (oral and written)	Able to use Reslynx system for recording guest information	<ul style="list-style-type: none"> • Application Form • Interview & Selection Process • Pre-employment checks (e.g. references)
Computer literate and confident using a database		
Able to work on own initiative and prioritise tasks		
Able to work to a high standard and deliver excellent hospitality skills		
Attention to details and methodical approach		

Attributes

Honest and reliable

Welcome and friendly

Professional at all times

Excellent interpersonal skills

- Application Form
- Interview & Selection Process

Other

Able to work the hours required for the role and offer some flexibility

In sympathy with the aims and objectives of Church Army

- Application Form
- Interview & Selection Process
- Pre-employment checks (e.g. references)



OUTLINE TERMS AND CONDITIONS

Location	Wilson Carlile Centre, Sheffield
Salary	£7,410 per annum (£9.50 per hour - Living Wage)
Hours	15 hours per week Normal shift pattern is Monday, Tuesday and Wednesday 5pm-10pm. However, in the current circumstances flexibility is required to cover reception across all days of the week.
Pension	Church Army is an auto enrolment employer. If you are eligible for pension contributions, you will be enrolled into a qualifying scheme and minimum pension contributions will be made by the employer.
Annual Leave	25 days, plus bank holidays, pro-rata. Bank holiday cover may be required. Some days are compulsory leave over Christmas when the office is closed.
Probation Period	6 months
Contract Type	Part-Time, Open-ended
Notice Period	4 weeks (after probation period)
DBS Requirement	None
Occupational Requirement	None

APPLICATION PROCESS

To apply, please submit an application form which is available to download from the vacancy page for this post on our website.

To find out more about this role, please email recruitment@churcharmy.org to speak to a member of the team.

Applications should be sent to: recruitment@churcharmy.org

Deadline: 9am on Friday 30th July 2021

Interview date: w/c 10th August 2021

For more information about Church Army please visit: www.churcharmy.org

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Successful completion of a probationary period
- Two satisfactory references

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.