



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

Receptionist

Application Pack

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FROM OUR CEO

I'm delighted that you are interested in the role of Receptionist with Church Army, I hope that as you read through this job pack you get a clearer sense of who we are.

In all our work Church Army seeks to support and empower those most in need in the UK & Ireland. We walk alongside and love those who are struggling, especially the marginalised. We are a mission organisation committed to enabling the transformation of lives and communities in and by the love of God.

The work of Church Army makes a real difference in people's lives. Every role offers the opportunity contribute to making our vision a reality. The work that you do with Church Army really will make a difference, and we are thankful for every one of our committed and passionate staff. Our GRACEUP values are at the heart of all that we do across Church Army, in our work and in our relationships. They serve as cultural cornerstones, compass points and anchors. In joining Church Army, you will belong to a community of remarkable people who are proud to do what they do. Together we work hard to make sure our team know that they are valued for their contributions and moreover valued for who they are.

This is an exciting time to join us. As we implement our DARE strategy Church Army is growing its frontline work and growing its impact. We are proud to work in some of the toughest communities across the UK and Ireland. Our Centres of Mission, in partnership with Dioceses, are where evangelists live in local communities sharing faith, and empowering & equipping the local church in mission and evangelism. In Marylebone London, we run the biggest women's only hostel and the only 24/7 emergency drop-in centre in the UK. Marylebone empowers women to end their homelessness and live their lives to the full. In Cardiff, we run the Amber Project, which helps young people who battle self-harm, and the Ty Bronna Project, which is a hostel for homeless young people. Elsewhere one of our Projects befriends, serves and supports vulnerable women involved in the sex industry.

It can be challenging work. Church Army is often found where others won't go and doing things that others can't or won't. Yet it is joyful and fulfilling work. We serve in a broad range of settings, with people from all walks of life, and of all faiths and none. I am thrilled and humbled to work for an organisation that does this in God's name and your name.

I hope that you will be inspired and encouraged to want to join our amazing team.

Yours,



Peter Rouch



THE MARYLEBONE PROJECT

The Marylebone Project is a Registered Social Landlord set up through a partnership between Church Army and the Portman House Trust.

We provide the largest range of service in the UK for women experiencing homelessness. We are proud to offer 24-7 drop in for rough sleeping or vulnerably housed and at risk women; 112 long- and short-term beds to homeless women at whatever stage of their journey; therapeutic, meaningful, education, employment and training opportunities and 2 Social Enterprises - all shaped by and focussed on our women in order to support and empower them to independent living.

Those we support are often affected by substance misuse, unemployment, domestic violence and mental health issues. Whatever their story, we aim for the same ending; self-esteem, employment and independent living.

Our ethos is that each woman is a very special person and through the themes of:

Hospitality - that all are welcomed

Empowerment - equipping women to make informed choices

Resettlement - encouraging and supporting women towards independent living

Spirituality - that God loves each person regardless



The Marylebone Project is led by our Homeless Projects Manager, Sue Way, who also oversees our youth hostel in Cardiff, and our General Manager, Phillippa Middleton. We currently employ around 40 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House.

"I am so pleased to be the first-ever Patron of the Marylebone Project. This amazing place serves hundreds of homeless women every week and helps them make a fresh start. I love how the project empowers women to make the changes to transform their own lives. I see this myself when I visit, and I am always inspired by the stories of the women I meet."

Ellie Goulding, Patron



THE ROLE OF RECEPTIONIST

We are looking for a dynamic, vibrant and enthusiastic receptionist to join our team. If this sounds like you, then read on...

At the Marylebone Project, unconditional welcome and warmth is at the heart of what we do. We are looking for a positive person with a great friendly, can-do attitude, who is passionate in ensuring all feel valued and welcomed at our Project.

As the first point of interaction, whether in person, on email or on the telephone, this role is one of the most important within our Project, in demonstrating our values and culture impeccably.

This exciting but highly responsible role is key to ensuring that the Marylebone Project delivers a friendly, efficient and welcoming reception service to all who visit the Project and provides a safe and secure environment for the ladies we serve. The post holder must be one energised by being busy, finding solutions and communicating with others. This role sits within our administration team, who serve to provide administrative functions to the wider Project.

Teamwork is key to all we do, and therefore you should be someone who is a strong team player, able to engage well with others and build a positive working environment for each other. The nature of the work is hugely rewarding but can also be challenging, which is why we look for people who are resilient, like a challenge and passionate about seeing the lives of homeless women transformed.

JOB DESCRIPTION

Job Title:	Receptionist
Location:	Marylebone Project, Westminster, London
Responsible To:	Office Manager
Relating To:	Admin Team, wider staff team, and service users
Purpose:	To assist the Office Manager and Administration Team in the provision of an effective and efficient administration service across the Project, with particular responsibility for the reception and welcoming of staff, residents and visitors.
Objectives:	<ol style="list-style-type: none">1. Ensure that all are welcomed to the Marylebone Project and contribute to their positive experience of the service.2. Assist all units by answering queries from service users and offering them support when necessary.3. Professionally and efficiently manage correspondence and communication for the Marylebone Project.4. Ensure certain Health and Safety procedures are complied with for the welfare of the Marylebone Project community.5. Provide administrative support for the Project6. Ensure data is managed and handled appropriately, in line with Church Army and Marylebone Project policies and procedures

RESPONSIBILITIES AND KEY TASKS:

1. Ensure that all are welcomed at the Marylebone Project

- 1.1 Ensure that all those who enter are met with a friendly and professional greeting.
- 1.2 Ensure the reception area is sanitary, clean, tidy and welcoming in atmosphere and appearance.
- 1.3 Manage the time visitors and service users are kept waiting (for appointments or responses to queries) in a friendly and efficient way.

- 1.4 Maintain a good working knowledge of homelessness issues and be able to offer advice to people who call at the project in person or by telephone.
 - 1.5 Manage and facilitate the visitor journey for the Project.
 - 1.6 Be responsible for ensuring all Project's reception areas celebrate notable days and events, and periodically has uplifting engagement opportunities.
 - 1.7 Be responsible for ensuring that information required for the receptionist role is kept up to date and all information is current and relevant.
- 2. Assist all units with frontline support for service users**
- 2.1 Answer service user queries when possible and forward on to the relevant staff member/unit when it cannot be answered immediately. Offer practical and emotional support when necessary.
 - 2.2 Understand and explain, when necessary, the contents of Project's correspondence and processes.
 - 2.3 Record and share any concerning service user behaviour and/or absences to the appropriate unit.
 - 2.4 Appropriately use the loudspeaker and radio systems as a method of communication within the Project.
 - 2.5 Ensure that up to date information about the Project, local area and relevant topics of interest are communicated to service users in the most effective way e.g. through the Weekly Diary, leaflets, noticeboards or verbally.
- 3. Professionally and efficiently manage correspondence and communication for the Marylebone Project**
- 3.1 Be the first point of contact for members of the public contacting the Marylebone Project, dealing with incoming enquiries by telephone, email or in person, signposting to services and staff as appropriate.
 - 3.2 Answer all enquiries in a friendly and professional manner.
 - 3.3 Transfer calls and emails to relevant staff members or units as appropriate.
 - 3.4 Take accurate messages for relevant staff members or units to return calls/emails when transfers cannot be made.
 - 3.5 Provide cover for colleagues if required, across the Administration Team.
 - 3.6 Always strive to provide outstanding customer service.
- 4. Ensure certain Health and Safety procedures are complied with for the welfare of the Marylebone Project community**
- 4.1 Take a key role in the Bradbury House Fire Alarm processes.

- 4.2 Ensure all persons entering and leaving the Marylebone Project sign in and out.
- 4.3 Follow and undertake health and safety related processes in regard to the reception area, and all persons entering the Project.
- 4.4 Ensure all visitors are recorded and attended to in line with processes.
- 4.5 Ensure the security of the Project by monitoring CCTV, access to the front door and alarms on other doors.
- 4.6 Manage fire, panic, lift and door alarms and Elgood House fire alarm alert phone.
- 5. Provide administrative support for the Project**
 - 5.1 Manage postal services at the Project.
 - 5.2 Contribute to the effective operation of wider Project processes that requires admin support from the Receptionist (e.g. updating incident log, key management, laundry token cash recording, emergency bed support, activities sign-up etc.).
 - 5.3 Be responsible for any administrative tasks relating to Bradbury House Reception during daytime weekdays.
 - 5.4 Provide the Administration team and wider Project with administrative support as and when required.
 - 5.5 With colleagues, utilise and undertake external communications such as written correspondence, website and social media content.
 - 5.6 Handle and process donations to the Project.
- 6. Ensure data is managed and handled appropriately in line with Church Army and The Marylebone Project policies and procedures**
 - 6.1 Understand and apply data protection policies and internal policies regards the sharing of information about staff, residents and/or the organisation.

General:

- Where required, train and induct new members of staff into reception processes
- Undertake any such duties as are commensurate with the post at the direction of the Office Manager or their delegate / senior.
- Be active as a member of the Administration Team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team.
- Attend an annual appraisal and regular one to one supervision with your line manager.
- Undertake any training as required for the role as identified in an appraisal or supervision.

- Adhere to Church Army’s contractual and non-contractual policies at all times. These are outlined in the Staff Handbook and on Church Army’s intranet document library.
- Act in the best interest of Church Army and serve as an exemplary representative of the organisation at all times.



TRAINING

As a responsible employer we value the importance of professional formation and expect our employees to commit to ongoing training towards fulfilling their roles. We will provide you with the support you need to succeed, including professional training where appropriate, regular 1-2-1s with your line manager and all the support that comes from being part of a national charity and a loving community.

ROLE REQUIREMENTS

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. All aspects of the person specification will be assessed via the application form, interview and selection process, and within pre-employment check (e.g. references).

Essential:

Knowledge & Understanding

- Knowledge of the challenges faced by homeless people, in particular homeless women
- An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds
- Voluntary or paid experience in a role requiring a high level of quality customer service
- Awareness of data protection law and the appropriate sharing of personal and sensitive information

Experience

- Experience of working in a varied administration role

Skills

- Excellent IT skills, including an ability to work with the full Microsoft Package
- Excellent interpersonal and customer service skills
- Well organised and methodical with strong administration skills
- Excellent verbal and written communication skills

Attributes

- A passion and motivation for helping others
- Strong attention to detail
- Able to work on own initiative and as part of a team
- Ability to work under pressure and cope with challenging and sensitive situations
- Ability to multi-task and manage conflicting priorities
- Ability to thrive under pressure
- A positive, solution focussed approach, with an ability to quickly find solutions, compromises / work arounds

Desirable:

Knowledge & Understanding

- Experience of working in the homeless and charity sector
- Experience of updating organisational websites and/or social media platforms
- Experience of producing/editing newsletters
- Experience of accessing and maintaining online systems

We are looking for a candidate that models the Church Army values in their work and life. You must be in sympathy with the vision & values of Church Army & the Marylebone Project and be willing to represent the organisation in public.

For this role, you must be willing to work some weekends and have a flexible approach to accommodate the needs of the Project.

OUTLINE TERMS AND CONDITIONS

Salary	£24,547 per annum
Location	Marylebone Project, London
Hours	40 hours per week <i>Ordinarily 8:15am - 4:45pm Monday - Friday. Some Bank Holidays cover may be required.</i>
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility.
Annual Leave	28 days per annum, rising by 1 day per year to a maximum of 33 days, inclusive 8 bank holidays.
DBS	This post is not subject to an enhanced DBS check, but you may be asked to complete a basic DBS check. However, all employees are expected to read and comply with Church Army's Safer Ministry Policy.
Probation Period	The post is offered subject to a successful six-month probationary period.
Contract Type	Permanent, full-time
Occupational Requirement	The Marylebone Project is based over two sites, 100m apart, and the job regularly involves walking throughout and between both sites. The Bradbury House site is a list building, over five floors, with stair and lift access. The postholder must be able to access all areas of the Project, and may be required to do so quickly in the event of an emergency. There is also a requirement to travel across London for work related purposes. The ability to undertake these physical aspects of the role and to carry smaller items are required as essential.

WHAT MAKES US CHURCH ARMY

Our Vision

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

See our [We Are Church Army](#) video.

Our Values

Everything we do is underpinned by our GRACEUP values:



Generous - We believe God is generous and we want to model that generosity to others.



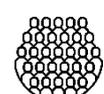
Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



Accountable - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



Collaborative - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



Expectant - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



Unconditional - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.



Prayerful - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.



Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.



APPLICATION PROCESS

To apply, please submit an application form which is available to download from our website: www.maryleboneproject.org.uk

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: recruitment@maryleboneproject.org.uk

Deadline: 8:00am on Monday, 23rd May 2022

Interview date: w/c 30th May 2022

What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to recruitment@maryleboneproject.org.uk
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- 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.

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