



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

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THE MARYLEBONE PROJECT

The Marylebone Project provides a life-changing service for homeless women and is the largest and longest-running centre of its kind in London and the UK with over 90 years of experience supporting vulnerable homeless women in crisis. It is a registered social landlord set up through a partnership between Church Army and the Portman House Trust.

We provide the largest range of services in the UK for women experiencing homelessness. We are proud to provide 112 long- and short-term beds to homeless women as well as safety and support 24/7, 365 through 'The Sanctuary' - our newly refurbished drop-in facility. We deliver education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Whatever stage of their journey, we can provide training opportunities, including through our Social Enterprises, and all of what we do is shaped by and focussed on the 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. We do this by providing shelter, emotional support, education opportunities, spiritual space, and events in a welcoming and secure environment.

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 Executive Manager, Amy Hull, and our Senior Homeless Manager, Sue Way, who also oversees our youth homelessness project in Cardiff. We currently employ around 50 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a partly commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House, proudly offering our services 24-7 365.

Find out more about the work of the Marylebone Project and hear from our staff and inspirational women by listening to the BBC Five Live broadcast from the Marylebone Project [here](#).

"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





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.

Amy Hull, Executive Manager



JOB DESCRIPTION

Job Title:	Receptionist
Location:	Marylebone Project, Westminster London
Responsible To:	Services Manager
Relating To:	Hosting, Reception and Administrative Services
Purpose:	To assist the Services 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. To 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 Project. 6. 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 the reception area celebrates 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.
 - 2.2 Understand and explain when necessary the contents of project 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 Answer all enquiries in a friendly and professional manner.
 - 3.2 Transfer calls and emails to relevant staff members or units as appropriate.
 - 3.3 Take accurate messages for relevant staff members or units to return calls/emails when transfers cannot be made.
 - 3.4 Provide cover for colleagues as required.
 - 3.5 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 regards to the reception area, and all persons entering the Project.
- 4.4 Ensure all visitors are recorded and managed 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 (e.g. 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 Communications 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.
- 5.7 Take the lead in producing and distributing regular Newsletters.

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:

- To undertake any such duties as are commensurate with the post at the direction of the Services Manager or their senior / delegate.
- To be active as a member of the Marylebone Project team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team and the Project.
- To attend an annual appraisal and regular supervision one to ones with your line manager.
- To undertake any training and development as required for the role as identified in an appraisal or supervision. Where required, train and induct new members of staff into reception processes.

- To 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 know the value of continuing professional development 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 1-2-1's with your line manager and all the support that comes from being part of a national charity.





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	DESIRABLE
Knowledge, qualifications and understanding	
Knowledge of the challenges faced by homeless people, in particular homeless women	Experience of working in the homeless and charity sector
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	Experience of updating organisational websites and/or social media platforms
Experience	
Voluntary or paid experience in a role requiring a high level of quality customer service	Experience of producing/editing newsletters
Experience of working in a varied administration role	Experience of accessing and maintaining on line systems
Awareness of data protection law and the appropriate sharing of personal and sensitive information	
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	
Strong attention to detail	
Excellent verbal and written communication skills	
Attributes	
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.	
A flexible approach to accommodate the needs of the Project	
Other	
A passion and motivation for helping others	
Work in conjunction with the values and ethos of the Marylebone Project	
The successful candidate will need to be conversant with, and in sympathy with, the aims and objectives of Church Army	

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 to various stakeholders.

For this role, you must be willing to work from Monday to Friday between the hours of 8.15am to 4.45pm. However, from time to time according to the organisations needs you may be required to work slightly different hours, in addition to very occasional travel to our Central Support Services in Sheffield.

Marylebone Project



Please keep your belongings with you at all times. Any items left in the Day Centre will be disposed of by staff.



OUTLINE TERMS AND CONDITIONS

Salary	£27,352 per annum
Location	Marylebone Project, London
Hours	40 hours per week <i>Ordinarily 8:15am - 4:45pm Monday - Friday</i> Working hours and rotas are subject to change by the organisation as required, based on operational/service need, though we try not to do this frequently. Some flexibility in working hours is expected.
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility. Minimum pension contributions will be paid by the employer for you if you are eligible.
Annual Leave	28 days per year, inclusive of bank holidays. Rising 1 day per year of service to a maximum of 33 days, including 8 bank holidays.
DBS	This post is not subject to an enhanced DBS check, but you will be asked to complete a basic DBS check and compliant with safeguarding policies and procedures. Safeguarding training will be required.
Probation Period	6 months. The post is offered subject to a successful six-month probationary period.
Contract Type	Permanent, full-time
Notice Period	1 Month
Occupational Requirement	The Marylebone Project is based over two sites, 100m apart, and the job involves walking throughout and between both sites. The Bradbury House site is a listed building, over five floors with a lift. 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. 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.



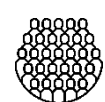
Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



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 and from the advert for this post.

For more information about the role, please contact our Services Assistant on 0203 959 1447.

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@churcharmy.org

Deadline: 30th January 2025

Interview date: We will be conducting active interviewing, so interview dates will vary from the first week of the advert to two weeks after it closes. The position will be offered to the first applicant who demonstrates an aptitude for the position, therefore the position maybe filled earlier than the closing date of the advertisement.

What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to recruitment@churcharmy.org
- 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
- Two satisfactory references
- Successful completion of a probationary period

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 the Marylebone Project please visit:

www.maryleboneproject.org and to find out about our parent organisation Church Army please visit: www.churcharmy.org