



**King's
Arms
Project**

Triage Receptionist

The Kings Arms Project was started over 30 years ago as a response to seeing people sleeping rough on the streets of Bedford. Founded on the Biblical mandate for social justice, we have grown into a charity which works with the local community and National Government. We provide professional advice, innovative solutions, and person-centred care to those at risk of homelessness and social isolation.

Our Vision

Every person thriving in a place they call home, living a fulfilling life in community

Our Mission

To tackle homelessness, displacement and social isolation by:

- Providing opportunities for people to thrive and have a home
- Connecting people into meaningful communities.
- Demonstrating the love of Jesus
- Advocating for Justice

Our Values

Hope – We believe there is hope for everyone, always

Community – We all thrive when are connected in community

God is Good – We depend on God and His goodness for everything we do

Learning & Excellence – By seeking to learn, listen and grow we are better able to achieve excellence in all that we do

JOB DESCRIPTION

Hours: 15 hrs per week Thursday and Friday, 9-4.30pm.

Please note that part of this role will require you to cover annual leave for our other receptionist therefore the days of work may vary occasionally.

Pay: £24,000 pro rata

Benefits: Pension scheme, life insurance, Employee Discount App

Accountable to: Head of Outreach & Support Services.

Line Manager: Head of Outreach & Support Services.

Holiday: 25 days a year (Plus bank holidays) pro rata

Probation: 6 months

Role reports to: Head of Outreach & Support Services.

Key internal relations: Outreach Team Leader, Outreach team, Accommodation team, Pathways to Employment team, Refugee and Migrant Service team, Senior Management team, Senior Facilities Officer, Central Office Team.

SUMMARY OF POST

This post is to join our Central Office team at 56 Harpur Street, Bedford, which is the main building for the King's Arms Project here in Bedford.

This role facilitates the day-to-day management of the building, welcoming guests to the property, ensuring that the first impression of the King's Arms Project is of a safe, clean, respectful and welcoming environment to all who enter the building. They will undertake a series of administrative tasks whilst running our reception area and signpost guests to the correct team within Kings Arms Project.

MAIN DUTIES AND RESPONSIBILITIES

- Greeting visitors to the building and ensuring that they are signposted to the correct team within the King's Arms Project.
- Receiving telephone calls and transferring these to the relevant departments.
- Screening calls and signposting to other agencies where relevant.
- Taking messages and ensuring they are passed to the relevant staff.
- Ensuring procedures for admittance to the building are upheld.
- Managing internal meeting room spaces and updating new staff to this process.
- Receiving all post and parcels and ensuring they are given to the relevant departments.
- Monitor and order office and kitchen supplies.
- Updating log of door and phone calls.
- Facilitating a rota for keeping the front of No 56 tidy.
- Assisting wider team with administrative tasks such as photocopying and printing.
- Handling room booking enquiries including forwarding the application pack and pricing list.

ADDITIONAL DUTIES & RESPONSIBILITIES

- Maintaining working practices that reflect the overall ethos and vision of KAP, including following our policies, procedures, and code of conduct.
- Promoting the well-being of clients in line with the vision and values of KAP.
- Proactively assisting KAP Leadership Team in developing and making viable suggestions for the improvement of the service and role.
- Assisting with team time refreshments and arranging away day supplies where appropriate
- Informing senior management of service IT requirements.
- Sharing good practice with colleagues in support of the continuous improvement of the service.
- Attending and being involved in team meetings, training, social activities, as well as all personal development meetings, including supervisions.
- Respecting and supporting the whole KAP team and volunteers.
- In addition to the duties set out in this job description the post holder may at times be required to undertake additional or other duties to meet the needs of King's Arms Project.

PERSONAL QUALITIES

The Receptionist role is especially suited for someone who fits the following description:

Experience and knowledge of	Essential	Desirable
Proven work experience as a Receptionist, Front Office Representative, or similar role	✓	
Ability to work well with a diverse range of clients, professionals, and other agencies	✓	
Ability to be resourceful and proactive when issues arise	✓	
Confident in use of telephone and all Microsoft packages	✓	
Excellent communication skills	✓	
Ability to adapt to a variety of tasks/visitors in each day	✓	
Qualifications		
GCSE grade A-C/9-4 in English and Maths	✓	
Other qualifications in relation to Administration		✓
Skills:		
Excellent written and verbal communication	✓	
Excellent Administrative skills	✓	
Good telephone communication and active listener	✓	
Organised and resourceful	✓	
Service user focused	✓	
Patience and the ability to manage diverse service users.	✓	
Ability to empathise with people, demonstrating care and compassion.	✓	
Ability to maintain professional boundaries and confidentiality and build relationships with people from a variety of backgrounds based on a desire to serve others	✓	
Self-motivated able to work alone as well as in a team	✓	
Ability to work to a high standard with excellent attention to detail.	✓	
Ability to adapt and multitask	✓	
Supportive team player committed to the unity of the team.	✓	

Experience of using intercom door system and ability to triage visitors.	✓	
General		
Ability to manage own workload.	✓	
Is adaptable and enjoys a changing environment	✓	
A passion for supporting those experiencing disadvantage.	✓	
Ability to maintain a healthy work/life balance.	✓	
Be positive, patient, resilient, and enthusiastic under pressure.	✓	
Be committed to equality and diversity.	✓	
Maintain and observe health and safety policies and procedures.	✓	
Ability to work flexible hours to cover the reception in case of illness or annual leave.	✓	

This post would require the taking up of two references

PERSONAL DEVELOPMENT

Supervision

One-to-one staff supervisions are completed every 4-6 weeks to give opportunity to talk through successes, challenges, development/training needs, and other work-related issues as they arise.

Training

Regular on-going training is provided within work hours in the following contexts: bi-weekly Project-wide team training, weekly Outreach team meeting and regular professional training.

WHAT NEXT?

Should you wish to pursue this opportunity, please visit <https://kingsarmsproject.org/vacancies/> and complete the application form. You will then be contacted with the outcome of your application, and to schedule an interview should you be selected for the second stage of the application process.

Thank you for considering a job with King's Arms Project. We look forward to hearing from you!