

APPLICATION PACK Receptionist

About the London Irish Centre (LIC)

Our **Mission** is to empower and enrich lives through Irish community and culture.

The **Vision** of the London Irish Centre is to be the Irish Heart of London.

Established in 1954 to cater for the needs of Irish emigrants, the charity is now a vibrant, multicultural organisation and a hugely important resource for the Irish and local communities in London, with social groups and satellite offices throughout North and North West London.

Our Community Services provision is the largest for Irish people outside of Ireland. Our culture and arts programme provides entertainment and education for over 20,000 people each year. In total, the Centre welcomes over 60,000 attendees p.a. for conferences, weddings, functions, meetings, and festivals.

Working closely with our Patrons **Dermot O’Leary** and **Ed Sheeran** we are in the early stages of a multi-year ambitious strategic plan to reimagine, redevelop and recreate our Camden Centre as a world-class community and cultural centre.

Our Services:

Our **Community Services** are modelled around a strengths-based approach to support the Irish community to be the best they can be. We work across the following service areas:

1. **Information and Advice** - We provides specialist accredited information and advice across a wide range of welfare issues. The service is accredited by the **Advice Quality Standard (AQS)** to deliver advice on welfare benefits, housing, and older people’s issues. The Service includes specialist legal advocacy providing support and representation to appeal welfare benefits decisions.
2. **Community Development** – The Service exists to enable people to build strong support networks in the community. By building on existing community assets, it addresses needs including isolation, mental health, physical health, food poverty and digital poverty. It does this through a range of services, including Befriending, social groups around London, a Community Café, Community Kitchen, Community Health Navigation, Community Fridge, and Digital Inclusion.

The **Community** we serve is widespread and diverse and we provide opportunities for people to get together online and in person through the use of:

- **Online Resources** - We have an informative, vibrant website and active social media presence
- **Volunteering** - Our constantly expanding pool of over **300 volunteers** play a vital role in the operation of the organisation whilst developing their own skills and networks

- **Family playgroup** - This is a fun, welcoming Saturday group which connects young families with Irish culture and language
- **Venue** - The Centre in Camden hosts multiple events which address the needs of the Irish community as well as being a wonderful venue for major events and conferences as well as being a charity hub and a venue for conferences and social gathering. We welcome over **60,000** each year

In **Culture**, we manage London's leading Irish cultural programme:

- **Culture and Arts** - London's leading Irish cultural programme reaches over **20,000**
- **Community Usage Programme** - We give space and assistance which facilitates over **400 events** and meetings for Irish groups
- **Mentoring and Support** - We provide essential support to Irish individuals and organisations for the promotion of Irish culture, heritage and identify
- **Library** - Our library holds over **6,500 books** of Irish interest, one of the largest collections of its kind in Britain
- **Platform** - We offer Irish artists multiple performance opportunities
- **Gaeilge** - Our Irish language programme allows over **300 yearly** to reconnect with their native language

How to Apply

In this pack we have included a job description and person specification to support your candidature, which we request be addressed through our application form.

To apply for this vacancy, please send your CV and cover letter addressing the 'About you' section to recruitment@londonirishcentre.org

We will review applications as they are sent in, so please ensure that yours is submitted in good time.

If you would like to have an informal conversation with Nicola Byrne Senior People and Operations Officer, please contact us by email at recruitment@londonirishcentre.org to arrange a call.

I hope that you will consider applying for this important role at the London Irish Centre, joining us in our mission to deliver empower and enrich lives through Irish community and culture.

Kind regards,

Nicola Byrne
Senior People and Operations

The London Irish Centre
50-52 Camden Square
London
NW1 9XB

The Opportunity

Job Brief

The London Irish Centre provides diverse services to the Irish Community in London but with an open-door policy we offer a warm and inclusive welcome to all.

Our centre is a hub of community and cultural activities, as well as a space for events and social connection.

Our mission is to empower and enrich people’s lives through Irish culture and community.

We do so through our accredited Information & Advice service, our Community Development activities and groups, Cultural Events, Heritage and Educational offering and our Café/Bar and Venue.

Job Title:	Receptionist
Reporting to:	Senior People and Operations Officer
Salary:	£21,749 per annum
Office Location	Camden Square, NW19XB
Working Hours:	5 days (35 hours) per week (usually Monday-Friday, 9-5) flexibility may be required
Key working relationships:	Members of the public, LIC Managers and staff, volunteers & partners
Contract type:	Permanent

About You

- As first point of contact you will emanate the LIC’s values to visitors and those who call our centre with professionalism and warmth.
- You are dynamic and organized, someone who naturally builds rapport and can deliver administrative and clerical tasks competently.
- You are accustomed to managing your own workload and juggling a variety of tasks simultaneously.
- You demonstrate excellent interpersonal and communication skills, both written and verbal.
- Prior experience is not essential but a willingness to learn and an eagerness to develop and embed this position into the fabric of the LIC offering must be present.

Key areas of responsibility:

- Responsible for receiving all visitors, and liaising with LIC staff and tenants to ensure people are guided to the appropriate service or space
- Responsible for answering calls and enquiries in a timely manner; directing calls to the appropriate service area and responding to telephone messages
- Maintain and support security by following safety procedures and controlling access via reception
- Provide general administration support
- Managing incoming post, and deliveries, franking and dispatching of outgoing post
- Responsible for ordering stationery and office supplies
- Responsible for recording visitor interactions and supporting data collection
- Making sure that photocopiers are supplied with paper and ink
- Keeping the reception area tidy, ensuring it is a welcoming space for visitors
- To use internal communication systems for sending and receiving messages
- To use LIC's systems to look up, input and update visitor details as needed
- To represent the London Irish Centre values and adhere to policies, and procedures

This job description is a guide to the nature of the work required of the Receptionist It is not wholly comprehensive or restrictive and may be reviewed as required.

Personal Specification

Essential and Desirable Skills & Experience

	Skills & Experience	Essential	Desirable
1	Managing a reception area in a diverse and dynamic setting		X
2	Experience of providing office support or working as an administrator		X
3	Friendly, warm, and welcoming with an ability to interact well with people at all levels	X	
4	Ability to remain calm under pressure with excellent time management and organisational skills	X	
5	Well-developed verbal and written communication skills	X	
6	Good level IT skills across Microsoft Office 365 suite and ability to use other digital platforms and systems	X	
7	An enthusiastic, proactive and solution focused approach	X	
8	Sympathetic to and supportive of the values of the charity	X	

Summary of Conditions

Job Title: Receptionist

Salary: £21,749 per annum

Working hours: 35 hours per week - excluding a daily one-hour lunch break. The London Irish Centre's normal working hours are 9-5pm Monday-Friday, flexibility may be required.

Start Date: ASAP

Contract Type: Permanent

Probationary Period: The post is subject to a six-month probationary period, wherein two weeks' notice is required on each side.

Notice Period: Once confirmed in post, notice is 1 month on either side.

Overtime: No overtime payments: the London Irish Centre operates a Time Off in Lieu System.

Holidays: 26 days per year plus all public holidays with an additional day after five years of employment.

Pension: All staff who are eligible can join the LIC pension scheme within 3 months.

Travel & Subsistence: All costs other than home to office are reimbursed according to regulations and within budget.

Right to work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.

DBS Check: An application for a DBS certificate will be submitted for the successful applicant.

References: Offers of employment are subject to the receipt of references that are satisfactory to The London Irish Centre.

Equal Opportunities: The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities, and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities. We encourage Black, Asian & minority ethnic and disabled applicants and value the positive impact that difference has on our teams. We are committed to equality and diversity within our workforce and all opportunities provided by the LIC. Whilst our offices have some barriers to access, we are taking steps to resolve these, and in the meantime continue to encourage interest from applicants who require reasonable adjustments within the workplace.

Employee Benefits

Enhanced annual leave

Six additional days above statutory entitlement (26 days in total plus bank holidays) pro rata. Increase to 27 days after 5 years of service pro rata.

Enhanced sick pay

Four weeks of contractual hours on full pay after completion of probationary period pro rata (remainder at statutory rate).

Enhanced maternity and adoption leave pay

To support sustainable living while having a family we offer enhanced pay while on leave. Please do contact us if you would like further information.

Personal development programme

Continuous Personal Development is actively encouraged, and training opportunities explored.

Flexible working

Flexible working is considered where possible for each role.

Cycle to Work Scheme

Save up to 42% on the cost of bikes and equipment and spread the cost across 12 months.*

Tech Scheme

Save up to 12% on the cost of technology from Apple and Curry's PC World and spread the cost across 12 months.*

Eyesight Tests and Corrective Glasses

If you have difficulty with your eyesight whilst using the display screen for work, we will pay for an eyesight test in accordance with regulations. This will determine if you require corrective glasses to reduce the health risks involved in the use of computer screens. If corrective eyewear is required then we will provide basic eyewear, which must be used whilst using the computer.

Jury Duty leave pay

If you receive a summons to serve on a jury your leave of absence will be paid at your full rate unless exemption is obtained.

Employee Assistance Programme

The EAP helps employees deal with personal problems that might adversely impact their health and wellbeing. EAP includes a 24/7 counselling, legal and information line, online health portal and critical incident advice for employees and their immediate family.

Complimentary tickets

Complimentary tickets to LIC core cultural programmed events (subject to availability and may not apply to fundraising events and partnership events at external venues)

Education Programme

50% discount on LIC education courses (subject to availability)

The LIC shop and bar

20% staff discount at the LIC shop and 10% staff discount at the LIC bar

Mindfulness App membership

Membership to a mindfulness app which provides guided meditations to support your wellbeing

***Only available to staff on contracts of a minimum of 12 months**

LONDON IRISH CENTRE

OUR SIX CORE VALUES

At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

To demonstrate these values we:

- Offer a warm, friendly Irish welcome to all
- Bring kindness and care to all with whom we work
- Celebrate diversity in Irish culture, heritage, and identities, and in the wider community we serve
- Aim to be outstanding in everything we do
- Keep community service and connections at the heart of our work
- Work with environmental and organisational sustainability in mind
- Provide a culture where everyone feels a sense of belonging and respect
- Listen to, cultivate, and explore new ideas and solutions
- Show commitment to the vision, mission, and people of the LIC

We provide a home away from home for the Irish in London.