

APPLICATION PACK
Receptionist

Job Role:	Receptionist, £21,749.00 per annum
Reporting to:	Senior People and Operations Officer
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 the London Irish Centre (LIC)

The London Irish Centre is the oldest and largest Irish Centre in Britain, offering a mix of community and cultural services for both Irish and local communities in London and UK wide.

We are in the early stages of a multi-year ambitious strategic plan to reimagine, redevelop and recreate our Camden Centre home as a world-class community and cultural centre. Our services include:

- **AQS Information, Advice and Support** on a wide range of welfare issues, from housing to benefits
- **Social Groups** strengthening communities across London
- **Warm, safe spaces** for people to connect
- **Community Café** serving subsidised nutritious meals
- Accredited **Befriending Service** to connect people facing loneliness
- **Health and Wellbeing Advice** led by our resident nurse
- **Survivor Service**, including a **Freephone Response Line** to provide information and support to survivors of Irish institutional abuse
- **Weekly Walk-in Enablement Clinic** for those living with complex needs or multiple areas of disadvantage
- **Food Poverty Support**, including a Community Fridge with food donations available, emergency vouchers and food bank collection
- London's leading Irish **Arts, Culture and Heritage** programme
- 4 dynamic **venue** spaces available to **hire** for meetings, weddings, classes and more
- **Café-bar** workspace serving snacks and drinks
- **Library** with over 7,000 books

How to Apply

In this pack we have included a job description and person specification to support your candidature. The details in the job description and person specification should be addressed in a cover letter. To apply for this vacancy, please send your CV and a cover letter to recruitment@londonirishcentre.org

The deadline for applications is 9am, Monday 6th February 2023.

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.

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.

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	

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.

Employee Benefits

- Enhanced annual leave - 26 days plus bank holidays (increase to 27 days after 5 years of service pro rata)
- Enhanced sick pay - 4 weeks of contractual hours on full pay after completion of probationary period pro rata
- Enhanced maternity and adoption leave pay
- Flexible working where possible for each role
- Cycle to Work Scheme
- Tech Scheme
- Eyesight tests and corrective glasses
- Jury Duty leave pay
- Employee Assistance Programme
- Complimentary tickets to select events
- 50% discount on LIC education courses (subject to availability)
- 20% discount at the LIC shop and 10% discount at the LIC bar
- Mindfulness app membership

***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

The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to equality and diversity within our workforce. Please note our offices have some barriers to access, which is one of the core missions that our redevelopment will overcome.