

Job Title: Front of House Receptionist

Reports to: Senior Administration Coordinator

Location: Lodge Trust CIO

Job Type: Part-Time: 25 Hours per Week over 5 days Monday to Friday

Position Overview

The **Front of House Receptionist** is an integral part of the Lodge Trust CIO team, responsible for providing exceptional customer service and administrative support at the front desk. This role requires a professional and friendly demeanour, excellent communication skills, and the ability to manage multiple tasks efficiently. The receptionist will serve as the first point of contact for visitors, staff, and residents, ensuring a welcoming environment and smooth operations at all times.

Reporting directly to the Senior Administration Coordinator, the Front of front-of-house receptionist will handle a variety of front-office tasks, including managing phone calls, responding to emails, and assisting with general inquiries.

Key Responsibilities

Reception and Customer Service:

- Greet and welcome visitors, residents, and staff with a friendly and professional demeanour.
- Answer, screen, and direct incoming phone calls, taking messages when necessary.
- Handle visitor registration and security procedures, and log visitor information.
- Acts as the first point of contact for onsite users of our holiday cabins and caravanning pitches, signposting them to the right team member for support.
- Respond promptly to general inquiries, providing accurate information or directing queries to appropriate personnel.
- Maintain a tidy and organised reception area, ensuring a welcoming environment for all visitors.

Administrative Support:

- Assist with mail & parcel distribution, courier services, and office supply inventory management.
- Support administrative tasks such as printing, laminating, scanning documents, filing, and data entry as required.
- Assist the Senior Administration Coordinator with HR & Recruitment Administration, special projects, and general tasks as required.

Communication and Coordination:

- Coordinate communication between visitors, staff, and departments, ensuring efficient flow of information.

- Assist in preparing communication materials such as newsletters, emails, and notices.
- Update and maintain accurate records, contact lists, and databases.
- Assist in organising and coordinating Lodge Trust events, services, and staff meetings.

Resident Support

- Provide friendly assistance to adults with learning difficulties when they visit the reception area, including support with diary management, handling general inquiries, and assisting with the collection of parcels and post.

Qualifications

Education: Educated to GCSE level or possess equivalent experience in a customer service or administrative role.

Experience: Minimum of 1-2 years of experience in a receptionist, front office, or customer service position.

Skills:

- Excellent communication and interpersonal skills, with a friendly and professional demeanour.
- Strong organisational skills and attention to detail.
- Ability to multitask and prioritise tasks effectively in a fast-paced environment.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and familiarity with office equipment.
- Ability to maintain confidentiality and handle sensitive information with discretion.

Work Schedule

This part-time position requires a commitment of 25 hours per week, working 5 hours per day Monday to Friday scheduling to accommodate organisational needs.

Typical work hours may include mornings and afternoons, not evenings. The successful applicant will also be available to support Lodge Trust events on two Saturdays a year.

Benefits

- Competitive hourly wage
- Company pension scheme to support your future
- Healthcare scheme
- Employee discount program for exclusive offers
- Free on-site parking
- Referral program with rewards for successful hires

- Increased holiday allowances for long service
 - Opportunities for career growth and development
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How to Apply

Interested candidates are encouraged to contact us on hr@lodgetrust.org.uk to find out more details on how to apply. Please include "Front of House Receptionist" in the subject line.

Additional Considerations

Based on the key responsibilities of the **Front of House Receptionist** role as described in the job description, here are six competencies that would be particularly relevant:

1. **Customer Focus:** Since the role emphasises providing exceptional customer service and maintaining a welcoming environment, this competency ensures the individual is adept at understanding and meeting the needs of visitors, residents, and staff.
2. **Interpersonal Savvy:** This competency is crucial for interacting effectively with a variety of people. The receptionist must navigate relationships smoothly and be comfortable handling diverse interactions daily.
3. **Action-Oriented:** The role requires efficiently managing multiple tasks, such as answering calls, scheduling appointments, and assisting with inquiries. Being action-oriented ensures the individual can handle tasks promptly and proactively.
4. **Managing and Measuring Work:** Administrative tasks, such as coordinating communication, updating records, and maintaining databases, demand strong organisational skills. This competency ensures the receptionist can manage their workload and track progress effectively.
5. **Organisational Agility:** Since the receptionist coordinates between different departments and supports event organisation, understanding how the organisation operates and navigating internal processes is key.
6. **Priority Setting:** The ability to prioritise tasks in a fast-paced environment is essential for managing various duties, from handling phone calls to supporting HR tasks and maintaining a welcoming front office atmosphere.