

Job Title: People Operations & Reception Administrator

Team: Operations

Reports to: People Operations Lead

Location: This is an on-site role working on a seasonal rota at our beautiful location in the village of Market Overton, Rutland.

Job Type: Part-Time 25 Hours per week, Monday – Friday 8:30am – 1:30pm

Salary: £16,880 per annum **Pay Point:** 1 (£12.95 per hour)

About Us

The Lodge Trust CIO is a Christian charity based in Market Overton, Rutland, providing supported living, residential care, day opportunities, and work-based activities for adults with learning disabilities. Our mission is to create a community where people are valued, encouraged, and empowered to live life to the full.

Our 20-acre rural site includes homes, workshops, a café, gardens, woodland, and a camping and caravan site. Rooted in Christian values of compassion, respect, and kindness, we seek to create a welcoming community where dignity, independence, and personal growth are encouraged.

Role Purpose

The role's purpose is to deliver an excellent reception service and provide a high standard of administrative support across People Operations.

This includes supporting human resources, maintaining accurate workforce records, and ensuring the smooth flow of communication and information throughout the organisation.

The postholder will contribute to a welcoming environment, effective day-to-day operations, and well-maintained systems that support staff, residents, and visitors.

Key Responsibilities and Duties

1. Reception & Customer Service

- Welcome visitors, residents, guests, and staff with a warm, friendly, and professional manner.
- Answer, screen, and direct incoming phone calls; take messages where appropriate.
- Handle sensitive telephone enquiries professionally and confidently, ensuring messages are accurate and passed on promptly.
- Manage visitor sign-in and safeguarding procedures.
- Respond promptly and appropriately to enquiries received in person, via email, or by phone.
- Maintain a clean, safe, and welcoming reception area.

2. Administrative Support

- Deliver accurate and efficient administrative support across the organisation, including scanning, printing, laminating, filing, petty cash and data entry.
 - Process all incoming and outgoing mail, parcels, and courier deliveries.
 - Proactively monitor and replenish office supplies.
 - Support the People Operations Lead with HR and recruitment administration, e.g., preparing employment packs, arranging interviews, processing DBS applications, supporting with recruitment campaigns, and assisting with probation administration.
 - Maintain accurate staff information within Breathe HR (HRIS) and Rotacloud, ensuring records and documentation are kept up to date.
 - Identify opportunities to improve administrative processes and contribute ideas that enhance efficiency and great customer service.
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3. Communication & Coordination

- Create and edit visual communication materials using Canva, including posters, notices, newsletters, and social media graphics, ensuring content aligns with organisational branding.
 - Assist with producing and scheduling social media posts in line with organisational messaging and guidelines.
 - Facilitate effective communication between departments, visitors, residents, and external contacts.
 - Support timely communication to resident families and Trustees, ensuring updates, notices, and event information are distributed promptly and accurately.
 - Maintain and update records, databases, contact lists, and communication logs.
 - Assist with organising Lodge Trust events, meetings, and services, ensuring smooth coordination and communication.
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4. Resident Support

- Provide friendly and respectful assistance to adults with learning disabilities visiting reception.
 - Support residents with diary management, making purchases, collecting post or parcels, and general enquiries.
 - Promote independence while offering patient and compassionate guidance.
 - Recognise when residents require additional support and seek assistance from the appropriate staff where necessary.
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5. Quality & Compliance

- Ensure all documentation is retained properly
- Contribute to compliance with CQC requirements
- Follow organisational policies and procedures
- Report concerns appropriately.

Person Specification

Job Title	People Operations & Reception Administrator	
	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> Educated to A-level standard or possessing equivalent relevant experience in administration, customer service, or people operations. 	
Experience	<ul style="list-style-type: none"> 1–2 years' experience in an office or customer-facing administration processes. Experience managing digital systems, data entry, or structured administrative processes. Experience responding to enquiries in person, by email, and by phone. Diary management Outlook Calendar Minute Taking Scheduling Meetings 	<ul style="list-style-type: none"> Experience with HR systems such as Breathe HR. Experience supporting adults with learning disabilities
Skills/Abilities	<ul style="list-style-type: none"> Excellent verbal and written communication skills. Strong organisational and multitasking ability High accuracy and excellent attention to detail in administrative and compliance tasks. Discretion Prioritisation Confident user of Microsoft 365, including Teams, Word, Excel, and Outlook. Ability to maintain confidentiality and comply with GDPR and organisational governance requirements. 	<ul style="list-style-type: none"> Experience using Canva or similar design software. Awareness of safeguarding requirements.
Personal Qualities	<ul style="list-style-type: none"> Warm, approachable, and professional with strong interpersonal skills. Reliable, punctual, and able to work independently. Calm under pressure and adaptable to changing priorities. Respectful and understanding toward adults with learning disabilities. Supportive of the Christian ethos and values of The Lodge Trust. 	<ul style="list-style-type: none"> An interest in people with learning disabilities and commitment to serving them.

Work Schedule

This role is 25 hours per week, worked between 08:30 and 13:30. The working pattern is Monday – Friday.

The role will also require supporting Lodge Trust event days, which are on Saturdays, but this is usually no more than two times a year.

Safer Recruitment Statement

The Lodge Trust CIO is committed to safeguarding and promoting the welfare of adults at risk and expects all staff and volunteers to share this commitment. All roles are subject to an Enhanced Disclosure and Barring Service (DBS) check, including the Adults' Barred List where the post involves regulated activity.

Applicants already registered with the DBS Update Service will be asked to provide their certificate number and consent for an online status check. Employment will also be subject to verification of identity and right to work in the UK, satisfactory references confirming conduct in previous roles (particularly in care or support settings), and confirmation of qualifications or professional registration where required.

The Lodge Trust CIO follows CQC Regulation 19 (Fit and Proper Persons Employed), Schedule 3 evidence requirements, and Skills for Care safer recruitment guidance to ensure all staff are suitable and safe to work in social care.

Line Manager:	Signature & Date:
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Employee:	Signature & Date:
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