



Title	Business Development - Centre Receptionist
Employer	Lake District Calvert Trust
Reporting to	Calvert Lakes Centre Manager
Salary scale	£15,863. – £16,698 per annum for 30.5 hours per week, dependent on knowledge, skills and experience. (£19,504 - £20,531 per for 37.5 hours full time equivalent)
Location	Calvert Lakes, Little Crosthwaite, Keswick, Cumbria CA12 4QD
Working Hours	Part Time – 30.5 hours per week, 4 days per week we are a 24/7 Sunday, Monday, Tuesday & Wednesday 9.00am – 5.00pm. The Centre Receptionist must stay on site through all the working hours and there is no unpaid lunch break on Sunday. There is however a statutory 20 minute break during the day This position is for a fixed term of 6 months.

WHAT WE DO:

The Lake District Calvert Trust is a charity that challenge disability through outdoor adventure. We provide fun-filled outdoor adventure for all, with our adapted equipment and specialist knowledge, offering an experience like no other to people with disabilities, their friends and family.

We are a small team who are passionate about people achieving their potential using the challenge of adventurous activities in the countryside in order them to develop, change perception and make positive and lasting changes to their lives.

Our vision and values are people focused, it is important that we focus on our people and continue to make Calvert Lakes an amazing place to work.

ABOUT THE ROLE:

The Centre Receptionist will be part of the Business Development Team; a small, multi-skilled team that is responsible for all aspects of customer service, bookings, and marketing/promotion. The Centre Receptionist will work on one day at the weekend in conjunction with the Duty Manager and there will not (unless exceptional circumstances dictate) be any lone working.

Health, Safety and Environment

- Act responsibly in relation to all matters which may affect the Health and Safety of yourselves and travelling between sites, and to adhere to safety regulations at all times
- Observe all safety procedures and instructions, and assist in maintaining a safe workplace and reporting any accidents, hazards, near misses, damages or defects to tools and equipment to the appropriate person
- Wear appropriate protective equipment (PPE) and use any safety devices provided by the Trust at the relevant times
- Report (and deal with, where relevant) any safety hazards, defects, near-misses or health and safety problems immediately

These are the values that drive us:

Flexible	-	we adapt and innovate
Ambitious	-	we stretch ourselves and others
Inspiring	-	we encourage and stimulate
Sensitive	-	we understand and empathise
Imaginative	-	we see beyond the obvious

KEY ACCOUNTABILITIES:

- Greet and welcome centre guests and visitors. Ensure correct sign-in procedures followed.
- General office and administration duties including filing, photocopying, handling incoming mail and database entry.
- Responsibility for administration of generic centre enquiries email – responding to incoming enquiries and re-directing email as appropriate.
- Answer, screen and forward incoming phone calls and deal with routine enquiries. Provide basic and accurate information in-person and via/phone email.
- Operate a radio safety communications system.
- Pool safety and equipment checks. Inductions of pool and sensory users.
- Minor equipment ordering and stock taking.
- Ensure reception area is tidy and presentable at all times. Present a professional personal image to provide excellent first impression to visitors and guests arriving at the Trust. Provide excellent customer service at all times.
- Deal with complaints as per Calvert Lakes complaints procedure – referring them to appropriate managers as required.
- Assisting other departments with administration tasks commensurate with Centre Receptionist role.
- Other reasonable duties as requested by the Senior Managers or Centre Director.

This job description is not intended to be a full list of duties but to give a guide to the key areas of work.

Qualifications & Experience

Essential

- A high standard of customer service.
- Good keyboard skills and computer literacy e.g. Microsoft Word & Excel.
- A good telephone manner and interpersonal skills.
- A strong commitment to team-work.
- An ability to effectively communicate.
- Flexibility, be well organised, and be thorough in attention to detail.
- A positive and pro-active approach.
- An ability to work with constant interruptions.

Desirable

- Experience working for a charity.
- Experience working with or people with disabilities.
- Full Driving Licence.

Conditions of Service

It is a requirement of employment with the Trust that you have an Enhanced DBS.

This role requires considerable flexibility, enthusiasm and dedication. Commitment and an appropriate work ethos are essential to ensure certain functions are completed within defined timescales for the smooth operation of the organisation.

Contract: This position is temporary position for 6 months, with a probationary period of 3 months.

Holidays: 28 days per annum (pro rata), including Bank Holidays. An additional day's annual leave is accrued for each year's service up to a maximum of five additional days. Up to 10 days are required to be taken over the Christmas closedown period.

Pension: The Trust operates an occupational pension scheme with defined contributions, the National Employment Savings Trust (NEST) and for eligible and non-eligible jobholders enrolled in the scheme both the employer and the employee will make a contribution. Eligible jobholders, as defined by the legislation, will be automatically enrolled into NEST, unless you decide to opt-out.