

Join us to help improve the lives of disabled children and their families by becoming our next Weekend Receptionist



JOB DETAILS

Job Title: Weekend Receptionist	Hours: 18 hours per week, Fri PM/Sat/Sun. A Job Share is available
Location: Edinburgh	Salary: £18,960 per annum, pro-rata

JOB PURPOSE

The Yard is an award-winning charity that runs adventure play services for disabled children, young people and their families in the east of Scotland. We offer disabled children and their siblings the chance to experience creative, adventurous indoor and outdoor play in a well-supported environment. Since we opened in Canonmills in 1986, our services have grown significantly, but we will always retain our holistic approach and ethos of child-centred and child-led play services. We also run a pay-to-play service on a Sunday called Sunday Funday.

One of the keys to our success is a warm and friendly welcome from our front of house to those who come to see us, every time they visit. The purpose of this role is to ensure the smooth running of this front of house function, as well as providing general support and administrative duties to the functions of The Yard. Our building in Edinburgh is a fast-paced environment where a warm welcome is key. It is an integral part of the organisation that supports the wider team.

ORGANISATIONAL STRUCTURE

Reports to the Play Team Leader. Manages a small sessional receptionist team

KEY RESPONSIBILITIES

Front of House

- Leading our Front of House; welcoming families, groups and visitors to the Yard, and putting them at their ease
- Ensuring all attendees are processed correctly via our database and sign-in systems
- Cash handling and card payments for membership and Sunday Funday, as well as end of day counts and completing associated paperwork
- Advocating for our services and for the organisation, and supporting families to engage with the full range of what we offer. Explaining The Yard to new members and Sunday Funday attendees
- Develop links and opportunities for families between weekend (including Sunday Funday) and weekday services
- Answering the telephone in a warm and professional manner, assisting people with enquiries and transferring calls to appropriate area or taking messages
- Keep up to date with ever changing staff roles and services across the organisation, in

- order to link enquires and potential enquiries with those best placed to respond
- Management of Sunday Funday advance bookings (online and telephone)

General Admin

- Write up of team meeting minutes as required according to rota
- Collation and dissemination of feedback from relevant sessions, ensuring appropriate team members are made aware of anything particularly pertinent
- Gathering statistical information from play sessions and inputting to our databases
- Maintaining and updating of database records for members, staff, volunteers and other contacts of The Yard
- Ordering of stationery, catering, cleaning materials and play materials, as instructed
- Helping with other admin tasks as required

AUTHORITIES AND LIMITATIONS

No independent authority; purchasing and resourcing decisions need approval prior to placing orders

KNOWLEDGE, SKILLS, QUALIFICATIONS, COMPETENCIES

Essential

- Experience of providing excellent face-to-face customer service
- A warm friendly manner at all times
- Excellent communication skills, both verbal and written
- Ability to relate well to all visitors, including children with disabilities
- Ability to work well in a team, with all employees and volunteers, as well as on own initiative
- Numerate and literate to at least Standard Grade
- Well organised with excellent attention to detail, and able to work under pressure
- IT literate, including expertise in Microsoft Word and Office, and various online systems