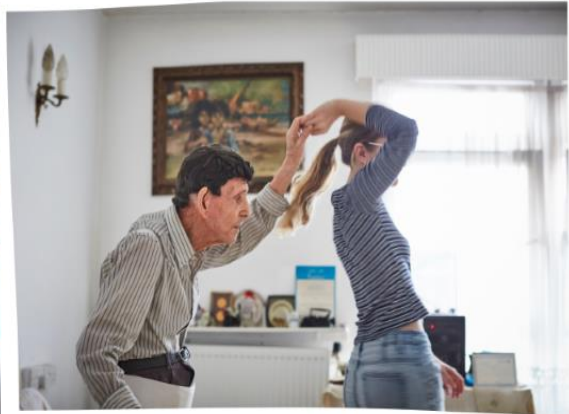




Receptionist (FTC)

Recruitment Pack

Background to the role

Job description

Job title	Receptionist (FTC)
Salary	Grade 2 (£25,997) pro-rata
Contract length	3 months (with possibility of extension)
Hours	21 hours per week

Background to the role
As our organisation continues to expand its community-facing services across our borough hubs, maintaining a warm, professional, and secure front-of-house presence is essential. Our reception desk serves as the vital first point of contact for clients, visitors, partners, and volunteers arriving at our premises. To ensure seamless daily operations during periods of staff leave and peak periods of service demand, we are welcoming a Fixed Term Contract (FTC) Receptionist to support our established team of paid staff and volunteers. This role will help stabilise scheduling, maintain consistent service standards, and ensure that every visitor receives a supportive and efficient welcome while easing pressure on the wider reception team.
Job Purpose
• To provide high-quality customer service, reception, administrative and operational support at the Marie Lloyd Centre • To act as a welcoming first point of contact for older people, visitors, volunteers, partners, tenants and contractors accessing Age UK East London services. • To support the delivery of excellent customer experience. • To assist with reception services, room hire administration, facilities coordination and day-to-day operational activities. • To support the effective operation of the Marie Lloyd Centre. • To contribute to a safe, welcoming and professional environment for everyone accessing Age UK East London services.
Equity Diversity and Inclusion
At Age UK East London we are committed to Equity, Diversity and Inclusion (EDI), we recognise it as central both to our service delivery and to 'our people'. We want to build a diverse and inclusive team where everyone feels that they belong. We are aiming for a staff team that, at every level, reflects the profile of our local community and for this reason particularly welcome applications from people who live in East London, disabled people and people from the Global Majority.
Key Tasks

Reception and Customer Experience

- Provide reception and front-of-house cover across Age UK East London locations.
- Welcome visitors, service users, volunteers, partners, tenants and contractors in a friendly, professional and helpful manner.
- Respond to telephone, email and face-to-face enquiries and direct individuals to the most appropriate service, activity or colleague.
- Support older people to access information about Age UK East London services, activities and opportunities.
- Assist with visitor sign-in, registration processes and reception administration.
- Maintain welcoming, organised and professional reception and public-facing areas.
- Escalate complex enquiries, concerns or complaints to the Centre Manager as appropriate.

Customer Service and Service Navigation

- Provide information, signposting and guidance to service users, visitors and community members. Support older people to access Age UK East London services and activities.
- Help individuals understand the services and support available both within Age UK East London and through partner organisations.
- Promote Age UK East London services and opportunities.
- Pass relevant customer feedback, enquiries and emerging issues to appropriate colleagues.

Administration and Operational Support

- Provide administrative support across operational functions.
- Maintain accurate records, databases, filing systems and operational documentation.
- Process incoming and outgoing correspondence, deliveries and operational paperwork.
- Support ordering, stock control and monitoring of supplies.
- Assist with maintaining operational records, booking systems and information systems.
- Support operational projects and day-to-day administrative activity.

Room Hire and Venue Support

- Assist with room hire enquiries, bookings and customer communications.
- Prepare rooms for meetings, activities, training sessions and events.
- Ensure rooms are presented to a high standard before and after use.
- Welcome room users and provide appropriate support throughout bookings and events.
- Support venue hire administration and room utilisation processes.

- Report issues relating to customer experience, room bookings or facilities.

Facilities Support

- Carry out basic facilities checks and report maintenance issues.
- Support the monitoring of building standards, presentation and cleanliness.
- Assist with stock monitoring and replenishment of operational supplies.
- Report health and safety concerns through agreed procedures.
- Support contractors, deliveries and service visits as required.
- Assist with maintaining safe, welcoming and accessible environments across organisational sites.

IT and Equipment Support

- Assist with the setup of meeting rooms, equipment and digital resources.
- Support colleagues with basic operational technology requirements.
- Report equipment faults and IT issues through agreed procedures.
- Help ensure shared equipment is available, organised and operational.

Supporting Organisational Activity

- Provide support at events, activities, meetings and engagement opportunities as required.
- Assist operational and service teams during periods of increased activity.
- Support volunteers, visitors and partners using organisational facilities.
- Work collaboratively with colleagues across all service areas.
- Provide flexible support across Age UK East London's locations where required.

Quality and Compliance

- Ensure information is recorded accurately and in a timely manner.
- Follow organisational procedures, policies and quality standards.
- Support compliance with Health & Safety, GDPR, confidentiality and safeguarding requirements.
- Maintain professional standards in all aspects of work.
- Contribute ideas and feedback that support service improvement and operational effectiveness.

Equality, Diversity and Inclusion

- Promote equality, diversity and inclusion in all aspects of service delivery.

- Treat all service users, visitors, volunteers, colleagues and partners with dignity and respect.
- Support inclusive and accessible services and environments.
- Help identify barriers affecting customer experience and access to services.

General

- To meet regularly with the Centre Manager for support, supervision and appraisal. To attend team and staff meetings, and other meetings as required.
- To undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London.
- To undertake all training required to fulfil the role.
- To carry out the duties of the post in accordance with Age UK East London's policies and procedures including Equity and Diversity, Health & Safety, Confidentiality, Complaints, GDPR and Safeguarding

Functional Links

- The role reports to the Centre Manager.
- The role works closely with all Age UK East London service teams.
- The role supports visitors, service users, volunteers, partners, tenants and contractors across organisational sites.
- The role maintains positive working relationships with colleagues, suppliers, contractors and community partners.

Person Specification

Research shows that while middle class white men tend to apply for job when they meet around 60% of the criteria, women, people from the global majority, and people from other marginalised groups that encounter systematic discrimination tend to apply only when they meet all criteria. So, if you think you have what it takes, but don't meet every single aspect of the job description, please still apply.

A= We want to see evidence that you meet this criterion as part of your application statement (we may also test at interview).

I = We will test this at interview.

	Essential	Desirable
Experience	• Experience of providing high-quality customer service. • Experience of working in a reception, administrative,	• Experience of working with older people or within community services.

	customer service or office support role. • Experience of dealing with enquiries from a range of people in person, by telephone and by email. • Experience of maintaining accurate records and administrative systems. • Experience of working as part of a team. • Experience of managing competing tasks and priorities in a busy environment.	• Experience of room hire, venue bookings or event support. • Experience of supporting facilities, office or operational functions. • Experience of working within the voluntary or community sector. • Experience of working across multiple locations.
Knowledge & Understanding	• Understanding of good customer service principles. • Understanding of confidentiality and data protection requirements. • Understanding of equality, diversity and inclusion in service delivery. • Understanding of the importance of creating welcoming and accessible environments. • Understanding of Health & Safety responsibilities within the workplace.	• Knowledge of reception, facilities or office administration processes. • Knowledge of venue bookings or room hire administration. • Understanding of the voluntary and community sector. • Knowledge of local services and support available to older people.
Skills/ Attributes	• Excellent customer service and interpersonal skills. • Good verbal and written communication skills. • Good IT skills, including Microsoft Office applications. • Strong organisational skills and attention to detail. • Ability to work independently and use initiative. • Ability to prioritise workload and manage competing demands. • Ability to build positive relationships with a wide range of people. • Ability to remain calm, approachable and professional when dealing with enquiries.	• Experience of using booking systems, databases or CRM systems. • Experience of basic equipment setup and troubleshooting. • Ability to speak a community language.

	• Commitment to learning and development and reflective practice. • Can demonstrate commitment to AUKEL values (Accountable, Kind, Flexible, Inclusive and Collaborative).	
Additional Requirements	• This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • Flexibility in working hours to meet organisational needs.	

Employment Details

Contract type

This contracted post is for 21 hours per week (if part-time, working day pattern to be decided). We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

The post holder will be mostly based at Marie Lloyd Centre, 329 Queensbridge Road, E8 3LA.

Salary

£25,977 plus 5% employer pension contribution.

Salaries are based on our salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

Holiday entitlement

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, one of which from your current or most recent employer, a DBS Check, evidence of your right to work in the UK and evidence of relevant Qualification (if applicable).

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption, shared parental leave, dependency and carers leave. We have an enhanced maternity and paternity pay policy based on the length of service and we offer up to one week paid dependency leave and carer leave.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Cycle to work scheme

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

Other benefits

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

Next Steps

How to apply

To apply, please complete the application form on our website.

Recruitment Timetable

Deadline to receive applications: 25th September 2026 at Midnight. Please note we will view applications throughout the application period and the role may close early.

Interviews: wk/c 5th October 2026 in-person.

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: HR@ageukeastlondon.org.uk