

Receptionist

JOB DESCRIPTION

Job Title:	Day Centre Receptionist
Salary:	£26,936 per annum
Hours:	35 hours per week (Monday – Friday 9am-5pm with 1 hour break)
Contract:	Permanent (With a six-month probationary period)
Location:	Wandsworth (This is not a remote role)
Reports to:	Day Centre Team Leader (Finance & Resources)

Who should apply?

This role would be suitable for someone:

- wishing to begin a career in Wandsworth and/or in the Charity sector
- wishing to make a difference to the lives of older people
- who would like meaningful contact with clients
- who wants to become part of a hard-working, caring, compassionate and supportive staff team

Previous administrative and reception experience may be beneficial, but the role will include a comprehensive induction and full training will be provided.

Context

Age UK Wandsworth is a local, independent charity that works to promote the wellbeing of all older people in the London Borough of Wandsworth.

Age UK Wandsworth manages the Gwynneth Morgan Day Centre, delivering flexible support to older people, adults with disabilities, and adults with dementia. Clients come to the Day Centre to participate in stimulating activities of their choice.

Referrals into the Day Centre Service come directly from Wandsworth Council's frontline social care teams. Clients usually visit the Day Centre Service for a full day, depending on their care and support plans, and we organise their transport in our minibuses to and from their homes.

Our purpose-built centre features a well-equipped accessible gym, training kitchen, IT suite, garden, and we also have a professional kitchen so we can deliver freshly-made meals to clients each day to meet all their specific dietary needs.

This is a unique opportunity for someone with great energy, efficiency and enthusiasm to work closely with our experienced Day Centre Team to manage and further develop “a day centre with a difference” in Wandsworth.

Responsibilities

1. **Front-of-house and building security** - Provide a welcoming and secure environment for clients, staff, volunteers, visitors, and external stakeholders. Manage the sign-in/sign-out process, maintain accurate visitor records, and ensure all access procedures are followed.
2. **Calls, enquiries, and communication** - Answer the telephone, respond to email and in-person enquiries, take clear messages, and pass information promptly to the relevant contact. Communicate politely, patiently and sensitively, adapting to hearing, sight, or memory difficulties.
3. **Coordinating day-to-day centre operations** - Liaise with external facilitators and visitors (e.g. chiropodists, exercise instructors, healthcare professionals) to keep the daily schedule running smoothly, and manage room and activity bookings.
4. **Administrative and record-keeping** - Maintain accurate attendance registers for the centre and for individual activities, update client records and contact details, handle correspondence, and support the Team Leader (Finance & Resources) with general clerical tasks, such as filing, photocopying, and data entry.
5. **Financial administration** - Support the Team Leader (Finance & Resources) with financial administration relating to the Gwynneth Morgan Day Centre, including (but not limited to):
 - Purchasing and stock-taking
 - Purchase orders and invoicing
 - Cash management and banking, including small transactions, such as lunch fees, fundraising and activity contributions
 - Managing donations and reporting from the online fundraising platform
 - Maintenance of the Asset Register for the Gwynneth Morgan Day Centre

Duties

1. Maintain building security and a welcoming front-of-house: greet visitors courteously, monitor sign in/out, issue visitor badges/keys/fobs, and maintain accurate visitor registers.
2. Maintain a tidy, welcoming reception area; ensure information displays, leaflets, and noticeboards are relevant and accessible. Help decorate for themed events.
3. Provide information about centre services, activities, and referrals; signpost to staff or external agencies where appropriate.
4. Set up rooms for groups/activities (layouts, equipment checks, refreshments).
5. Operate a phone line: answer, screen, and direct calls; take accurate messages and follow up as needed.
6. Manage inboxes and correspondence: monitor emails, respond or escalate, and maintain clear communication logs.
7. Manage incoming and outgoing post and deliveries; record, distribute, and arrange collections.
8. Support admission and registration processes: check IDs, complete forms, and input accurate data into client management systems.
9. Update client attendance records and flag non-attendance or safeguarding concerns. Assist with coordinating transport arrivals/departures; communicate delays or changes to clients, carers, and drivers.

10. Assist in the accurate recording and monitoring of all clients' documentation in respect of person-centred support plans and daily record forms.
11. Contribute to the assessment of clients, observing any deterioration in their health and wellbeing and ensuring this is managed, recorded and relayed to relevant colleagues and stakeholders, as appropriate.
12. Assist the Day Centre Leadership team in monitoring and updating staff HR records including DBS renewals, annual and sickness leave administration, updating records of signed policy and procedure.
13. Maintain confidential records in line with GDPR and organisational policies.
14. Process bookings and payments where required (e.g., activity fees, lunch money, foot clinic appointments); issue receipts and reconcile daily takings.
15. Provide administrative support to teams: photocopying, scanning, filing, minute-taking, and basic document formatting.
16. Monitor stock of including reception and cleaning supplies and liaise with Day Centre Team Leader (Finance & Resources) to replenish.
17. Troubleshoot basic IT/telephony issues at front desk and log tickets with IT support.
18. Assist in convening meetings and assisting with minute taking where required.
19. Promote a safe, positive environment by supporting health, safety, and safeguarding procedures: follow emergency and evacuation protocols, report concerns, and act in accordance with Age UK Wandsworth policies (including Safeguarding, Health and Safety, and Fire Safety).
20. Take responsibility for developing own knowledge in all areas within the Day Centre and the wider organisation and participate in any training opportunities available.
21. Attend staff meetings and actively participate and constructively respond to regular supervision, feedback, and training.
22. Contribute to service improvements by suggesting ways to streamline reception processes and enhance client experience.
23. Undertake any other clerical, administrative, or operational duties appropriate to the role, as requested by the Day Centre Service Leadership Team or Age UK Wandsworth Executive Team, to support the smooth running of the Day Centre.

Please note:

- The list above is not exhaustive and the job description will likely be subject to change in line with the Charity's objectives and strategy.
- This role is subject to an enhanced DBS check.

PERSON SPECIFICATION

Knowledge, Experience, Skills & Abilities

Essential

1. Excellent IT skills, including confident use of Microsoft 365, switchboards, and calendars.
2. Excellent oral and written communication skills, sufficient to write letters, case studies, and reports, and to communicate with a diverse range of people - including clients, colleagues, health and social care professionals.
3. Strong organisation and multitasking skills, with the ability to independently manage a full and diverse workload, prioritise, plan, and meet deadlines - including supporting colleagues during periods of leave.
4. Ability to work collaboratively as part of a small staff team, as well as with the wider Age UK Wandsworth team and other partners.
5. Diligence and an eye for detail (training in financial processes will be provided).
7. A friendly, open personality with a calm, professional manner under pressure, and a good sense of humour when working with clients with specific needs.
8. Flexibility, adaptability, and the initiative to manage change and challenges in a very busy Day Centre environment where no two days are the same.
9. Basic problem-solving skills in community-based support settings.
10. Ability to manage challenging situations with empathy and clear boundaries.
11. Self-reflective, able to receive feedback calmly and objectively, and to adjust work accordingly.
12. A strong sense of collective responsibility for the safety, comfort, and enjoyment of everyone at the Day Centre, with the willingness to take on tasks outside your remit when needed.
12. Understanding of and commitment to confidentiality, GDPR, safeguarding, and equality, diversity, and inclusion.

Desirable

1. Experience in a busy reception, front-of-house, or customer service role.
2. Experience of working in a care capacity and/or within the voluntary and community sector, and of supporting older people, adults with disabilities, and adults with dementia.
3. Broad understanding of issues affecting older people, people with disabilities, and people with dementia, particularly in an inner London borough.
4. Understanding of local community services, voluntary sector support, and referral pathways.
5. Knowledge of person-centred support planning.
6. Experience of cash handling and financial management.
7. Experience of using online CRM/CMS databases and client record systems.
7. Ability to motivate and encourage clients to build confidence and independence.