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**JOB DESCRIPTION FOR PART TIME EVENING RECEPTIONIST**

**Hemel Hempstead**

**Accountability:** The post is line managed by the Heads of Client Services Manager and accountable to the Board of Trustees via the Chief Executive. The receptionist will also work closely with the Practitioners and other administrative staff at Relate North Thames & Chilterns.

Relate London North Thames & Chilterns is a registered charity which offers relationship counselling, family counseling, psychosexual therapy, schools counselling, mediation, education & training in the London Boroughs of Brent, Barnet, Camden, Ealing, Islington, Harrow, Hillingdon and Westminster as well as the counties of Hertfordshire, Buckinghamshire and Berkhire.

**DUTIES**

1. To provide administrative support to the counsellors during the shift. Arriving 15 minutes before counselling starts to set up. You may be required to come earlier if more preparation is required eg. Family Counselling.
2. Welcome clients into and out of the center, ensuring Health and Safety procedures are adhered to and that clients are always treated equally and respectably in line with our Equal Opportunities Policy.
3. Liaise with counsellors regarding their appointments and enter information onto the remote online client booking system (Penelope).
4. Record and leave clear messages for other staff.
5. Work as part of a team and be available to help with ad hoc, relief cover for sickness or holiday as and when required.
6. Ensure the office is secure when locking up and leaving for the evening. You will always lock up with a counsellor and will not be alone in doing this.
7. To maintain strict confidentiality regarding client matters and information and to comply with Relates’ Confidentiality and Disclosure Policy.
8. To adhere to Relates IT policy and procedures.
9. Undertake any other duties as reasonably required by the Management team.

**Person Specification**

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| **Qualities**  | **Desirable (D), Essential (E)** |
| A calm and caring personality / reliable and trustworthy | **E** |
| Has empathy of working with people in distress / vulnerable | **D** |
| IT experience (basic useof MS Outlook and Word) | **E** |
| Well organised with previous experience of general office duties, administration and customer service | **D** |
| Ability to offer flexible working hours | **D** |
| Able to be professional and confidential at all times  | **E** |