

Job Description

Job Title	Receptionist
Job Purpose	To be the first point of contact for older people aged 50+ seeking information and advice, as well as for volunteers, partners, and visitors. The role plays a key part in ensuring people feel welcomed, listened to, and supported, while providing high-quality administrative and reception support to Age UK South Cumbria services.
Line Manager	Client Services Supervisor
Working with	Age UK South Cumbria staff and volunteers, third sector and statutory partners, and older people of South Cumbria.
Responsible for	The delivery of an effective first point of contact service from our Kendal Resource Centre, which feeds into wider Charity workstreams and services. Providing information to older people, visitors and organisational partners both via telephone and face-to-face, and working with wider internal teams to assist in providing a co-ordinated approach to holistic support for older people. Providing administrative support to facilitate the smooth running of organisational services.
Hours	Full time, 35 hours per week
Location	Finkle Street office, Kendal

The post holder’s main duties will include:

- Provide a warm, respectful, and reassuring welcome to older people, visitors, volunteers, and partner organisations
- Answer telephone calls and manage enquiries in a clear, patient, and professional manner
- Listen carefully to people’s needs and signpost them appropriately to internal and external information, advice, or services
- Manage reception email, telephone and face-to-face enquiries efficiently and sensitively

- Ensure safeguarding, confidentiality, and sign-in procedures are followed at all times, and professional boundaries are maintained
- To work effectively with other staff and volunteers to provide a high-quality service for older people
- Communicate clearly and patiently, adapting communication style to meet individual needs
- Create a calm and inclusive environment, particularly for those who may be anxious, distressed, or unfamiliar with services
- Treat all people with dignity, respect, and empathy, recognising the diverse experiences of older people
- Provide general administrative support including data entry, filing, scanning, and photocopying
- To update and maintain high-quality information resources, through the effective use of Information Technology, including Word and Excel programmes
- Maintain accurate records in line with data protection and GDPR requirements, using Age UK South Cumbria's own custom Case Recording System
- Handle incoming and outgoing post
- Maintain a safe, tidy, and welcoming reception and waiting area
- Monitor office and resource supplies and assist with ordering
- Report maintenance, health & safety, or security issues promptly
- To work within the Charity's policies and procedures
- Carry out any other reasonable duties required to support the effective delivery of Age UK South Cumbria services

Pay Scale: £23,441 to £24,406 per annum pro rata.

Hours of work: Full time, Monday to Friday 9.00am to 4.30pm – 35 hours per week

Annual Leave: There are 5 weeks paid holiday per annum, in addition to Public Holidays and Birthday Day off. Rising to 6 weeks holiday after 5 years' service.

Simply Health: A Health benefit scheme is available to all staff completing their probationary period, plus auto-enrolment to the Charity's Pension scheme.

Location: Based in Finkle Street, Kendal.