

## What's it all about

Provide a professional, secure and well-maintained reception desk, presenting a high standard of service for visitors. To be the customer champion by delivering a consistent and customer-focused receptionist service that achieves high levels of customer satisfaction. Working on a forward rotating shift pattern across seven days of the week, including evenings, and weekends.

## How you'll make a difference

Expected outcomes. How does this role make a difference for our customers.

## How you'll do it

- Providing high-quality customer service to a variety of centre users including diagnosing issues, providing advice, giving instructions and resolving basic or complex issues
- Acting as an effective liaison between residents, estate management and property management teams/contractors
- Coordinate the day-to-day running of the community centre.
- Respond to enquires relating to the community centre in a timely and effective manner.
- Managing bookings for partner organisations and new hirers.
- Order essential stationery, cleaning products, and other necessary supplies as required.
- Regularly patrolling the centre to ensure safety and upholding/monitoring cleaning standards
- Ensuring all risks are promptly dealt with or reported appropriately
- Assisting the Communities and Social Value team in delivering an outstanding service to residents and centre users.
- Working to NHG's Placemaking principles; estate management, community, people & brand to deliver the same consistent service to all residents regardless of tenure.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff**.

### Essential knowledge, experience and skills including qualifications and professional membership

- Effective IT skills including MS Office skills –or similar programs to include databases, reports and spreadsheets
- Excellent communication skills (both verbal and written). Must have excellent telephone manner and handle email responses professionally
- Professional attitude to service provision
- Be able to work on your own initiative and have the ability to multitask in a fast-paced environment.
- This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)