



<b>JOB DESCRIPTION</b>			
<b>Job Title:</b>	Receptionist/Administrator – Community Kitchen		
<b>Hours of work:</b>	25 hours per week over 5 days between Monday – Saturday: 10am – 3pm. Applicants will need to have a flexible approach to work and be able to work evenings, weekends and match days as required.	<b>Salary Range:</b>	£7.83 per hour
<b>Location:</b>	Burnley, Lancashire	<b>Reporting to:</b>	Community Kitchen Manager
<b>HR Contact:</b>	Ann-Marie Bradley	<b>Contractual Status:</b>	Fixed term contract until 31 <sup>st</sup> December 2019 with the potential to extend.
<b>Date posted:</b>	5 <sup>th</sup> March 2019	<b>Posting Expires:</b>	25 <sup>th</sup> March 2019 at 5:00pm
<b>Applications Accepted By:</b>			
Please apply by downloading and completing the job application form which can be found on Burnley FC in the Community website – Careers and Opportunities <a href="https://www.burnleyfccommunity.org/careers/">https://www.burnleyfccommunity.org/careers/</a> Burnley FC in the Community no longer accept CV's. <b>Attention:</b> Ann-Marie Bradley – HR Manager			
<b>Job Description</b>			
<u>Role and Responsibilities</u>			
<ul style="list-style-type: none"> <li>• Reception - greet customers, participants and guests with a friendly, compassionate and professional attitude.</li> <li>• Be able to effectively deal with vulnerable people and demonstrate an ability to deal sensitively with their needs and situations.</li> <li>• Answering telephone and email enquiries.</li> <li>• Operate the till and keep the retail area clean and tidy.</li> <li>• Deal with a range of administrative duties in a proficient and timely manner.</li> <li>• Monitor and update the internal monitoring and evaluation system including data inputting.</li> <li>• Promote the BFCiC brand and ethos in a professional, strong and positive manner.</li> <li>• A commitment to equality and diversity in the workplace and a willingness to undertake all relevant equality and diversity training.</li> <li>• General Community Kitchen duties to include assisting in the Café and Food Bank.</li> <li>• Comply with all Charity policies.</li> <li>• Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.</li> <li>• Ensure the service is delivered and managed in accordance with the Charity's safeguarding policies and procedures.</li> </ul>			
<u>Preferred Qualifications, Skills and Attributes</u>			
<b>Essential:</b>			
<ul style="list-style-type: none"> <li>• Excellent customer service and communication skills.</li> <li>• Ability to manage a varied workload.</li> <li>• Good IT skills including intermediate abilities in all MS Office programmes.</li> <li>• A passion for the community and making a difference.</li> <li>• Compassionate.</li> <li>• Friendly.</li> <li>• A commitment to the aims, vision and values of Burnley FC in the Community.</li> </ul>			
<b>Desirable:</b>			
<ul style="list-style-type: none"> <li>• Experience in a similar role.</li> <li>• Previous administration experience.</li> </ul>			



<b>PERSON SPECIFICATION – RECEPTIONIST/ADMINISTRATOR (COMMUNITY KITCHEN)</b>		
<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1. QUALIFICATIONS		<ul style="list-style-type: none"> <li>• A full DBS check.</li> </ul>
2. EXPERIENCE & SKILLS	<ul style="list-style-type: none"> <li>• Excellent customer service and communication skills, both written and verbal.</li> <li>• Good IT skills including intermediate abilities in all MS Office programmes.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a similar role.</li> <li>• Previous administration experience.</li> </ul>
3. PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>• Ability to manage a varied workload.</li> <li>• Ability to deal with vulnerable people.</li> <li>• Non-judgmental.</li> <li>• Compassionate.</li> <li>• Friendly.</li> <li>• Discreet.</li> <li>• Enthusiastic approach to work and willingness to support colleagues and volunteers.</li> <li>• Be able to work flexible hours where the role of the job requires.</li> <li>• A passion for the community and making a difference.</li> <li>• A “can do” attitude.</li> </ul>	<ul style="list-style-type: none"> <li>• A commitment to the aims, vision and values of Burnley FC in the Community.</li> <li>• Resilient.</li> <li>• Practical.</li> </ul>