



Role	Receptionist	Department	Organisational Development
Reports to	People and Policy Manager	Contract Type	Contracted Hourly

Job Summary

The role of Receptionist at YMCA Humber combines front desk responsibilities, along with supporting our communications and marketing team. As the first point of contact for the entire organisation you will greet visitors, answer enquiries, and provide administrative support to ensure the smooth daily operations of our front of house service. In addition, you will work with the marketing team in the promotion of engaging content across all social platforms, helping with online queries, events and community programmes all of which highlight YMCA Humber's community focused provision.

Key Responsibilities	
Front Desk Operations	• Warmly welcome all visitors, attendees and residents ensuring a professional and friendly first impression. • Answer incoming calls, emails, and enquiries promptly, providing accurate information throughout. • Manage check-ins, registrations, and bookings for programs, events and residents efficiently. • Maintain an inviting reception area, ensuring all informational materials are up-to-date and accessible. • Remain adaptable to changing priorities, such as handling busy periods or unexpected visitors. • Implement flexibility in relation to last-minute schedule changes with professionalism and a calm manner.
Administrative Support	• Perform general office duties such as scanning, photocopying, and data entry, maintaining accurate records. • Assist in scheduling meetings, appointments, and sessions, keeping calendars organised and up to date. • Prepare and update reports, correspondence, and internal documents as required. • Support teams with day-to-day administrative projects, working seamlessly between tasks as needs evolve.
Customer Service Support	• Respond to enquiries about core services, providing a positive experience for all. • Address feedback online and face to face in a courteous manner, escalating appropriately where necessary. • Provide guidance and support to new and existing service users helping them navigate available services. • Assist in promoting engagement and retention through excellent interpersonal communication. • Be proactive and responsive in identifying service users needs and opportunities for further engagement.
Marketing and Social Media	• Support the development of marketing materials such as posters, flyers, newsletters, and email campaigns. • Monitor social media engagement, responding to comments/messages when appropriate. • Collaborate on marketing campaigns to increase awareness, participation, and community involvement.
Team Collaboration and Events	• Work closely with YMCA Humber staff across all departments to ensure smooth day-to-day operations. • Support events and community activities, assisting with setup, registration, and promotion as needed. • Demonstrate flexibility and teamwork, willingly adjusting focus to meet changing demands. • Help foster a welcoming and inclusive environment aligned with YMCA Humber’s values and mission.
Working Pattern	• Core hours will align to office based rota, working Monday to Friday. • Ability to work flexibly and out of hours to meet the needs of service delivery are required.

Education and Qualifications

- Higher Education in Customer Service or Administration.
- Minimum of Grade 6 in English (or)
- 2 - 5 years experience in front facing environment.
- Proficiency in Microsoft Office.

Skills and Competencies

- Exceptional communication and interpersonal skills.
- Digitally confident in systems including Canva Suite.
- Strong organisational and multi tasking ability.
- Adaptable, reactive and community focused.

Accountabilities

Communication & Relationships

- Promote positive service delivery for external and internal users, aligning to the ethos of the YMCA.
- Ensure professional administration of all aspects of work are undertaken in a timely manner.
- Ongoing communications with department managers and leads when required.
- Promote an open and inclusive working style.

Information Services

- Use internal YMCA Humber Information Technology systems to support day to day delivery of your role.
- Maintain accurate records and data on organisational databases.
- Ensure Mandatory GDPR Training requirements are met on an annual basis.
- Where role requires, access and implement online external sites so as to process different admin requirements.

Training & Development

- Attend regular one to one reviews, team meetings and reflective practice sessions with your Line Manager.
- Undertake mandatory training courses in line with YMCA Humber requirements.
- Undertake job specific training which will enable you to carry out your role and enhance your skills.
- Take an active lead in personal development activities to enable you to develop within your role.

Policies & Strategies

- Ensure your working practice complies with all YMCA Humber policies and procedures.
- Ensure you have read and consented to all mandatory policies during your probationary period.
- Have sight of online policies aligned directly to your role, including Fire Safety, Risk and GDPR Awareness.
- Awareness of the current Values and Strategies of the organisation.

Planning & Organisation

- Ability to plan own work schedule to support departmental targets.
- Flexibility to make decisions and contingencies to ensure effective completion of assigned tasks.
- Ability to work within the remit of the daily timetable and ensure day to day workload is completed.
- Ability to adjust methods and plans based on business needs.

Safeguarding & Confidentiality

- Ensure effective safeguarding process are on place are adhered to at all times.
- Highlight any potential safeguarding issues, actioning where appropriate.
- Undertake full Safeguarding Training in Adults and Children's Services in line with organisational need.
- Ensure data is confidential and processed in accordance with the General Data Protection Regulations 2018.

Conduct & Behaviour

- Conduct yourself in line with the general standards of conduct and behaviour.
- Have awareness of risk, health & safety at work and data protection requirements.
- Embrace the cultural diversity and beliefs of colleagues and service users.
- Operate in a professional and inclusive way through all aspects of your role.

Other Requirements

- Flexibility to work across multiple locations across the Humber Region to meet the needs of the organisation.
- Undertake any other duties as may, from time to time, be required which are commensurate with the post.
- A willingness to work to a variety of hours including evenings, weekends and bank holidays.
- Commitment to the YMCA Humber Vision, Values and Christian Ethos.