The Wickbourne Centre, Clun Road, Littlehampton, West Sussex, BN17 7DZ
01903 782744 | hello@arunchurch.com | www.arunchurch.com

Job Advertisement:

Casual Receptionist, The Wickbourne Centre

Do you have a passion for our community and are you friendly and accessible? Do you love to provide admin support? Could you be our Casual Receptionist?

Arun Church is looking for a friendly and confident individual to work as a Casual Receptionist providing ad hoc cover at **The Wickbourne Centre** on behalf of the church and West Sussex County Council.

As Receptionist you will provide a friendly, impartial service to the public, while giving administrative support to the Best Start Family Hub and Arun Church. You'll play a key role in ensuring the Wickbourne Centre is safe, welcoming, and accessible for families, children and young people.

- £12.85 per hour.
- Casual, as required. You will be offered work when it is available.
- Working hours, when offered, will usually be between 9am – 5pm Monday to Friday.
- This post is a partnership between Arun Church and West Sussex County Council's Early Help Service.

At Arun Church we offer a range of activities and services tailored to the needs of the local community. This includes The Wickbourne Centre, Playcentre childcare settings, CAP Debt Help, and Arun Youth Projects among others. Consequently, we keep our focus on the safety and welfare of children and young people. We offer generous holiday entitlement, a fun, supportive team environment and rewarding work

Appointment to this post is subject to a satisfactory Enhanced Disclosure and Barring Service (DBS) check.

Arun Community Church is a Registered Charity (1105394) and Limited Company (05183641)
Arun Community Church: Wickbourne Centre is a Registered Charity (1107647) and Limited Company (05183674)
Refresh Trading is a Limited Company (5591456) owned and operated by Arun Church & Wickbourne Centre
Arun Creative is a Limited Company (11890575) owned and operated by Arun Church

Job Description: Casual Receptionist

This post is a partnership between Arun Church and West Sussex County Council's Early Help Service.

About Us:

Arun Church is a vibrant organisation that is passionate about serving God and changing our community for the better. We run many initiatives including CAP Debt Help, Arun Youth Projects, Playcentres, Refresh coffee shop and social activities in addition to our Sunday services. Our offices are at the Wickbourne Centre which is owned by the Church. We also run the Playcentre Pre-school at 102-104 The Street, Rustington. We meet on Sundays at The Littlehampton Academy.

Our Vision, Mission and Values:

Our vision is to see the good news of Jesus change lives, communities, and the world. Our mission is **bringing life to everyone, everywhere, everyday**. We want to empower our church and our employees to bring life wherever they go. That will look different in each context, but is typically about being a source of joy, energy, and compassion to others. We understand that not all employees will share our faith or the motivation behind what we do, however we do expect all staff to agree with our aim of making a difference to the people and community around us, and to respect our method of doing so.

The following values describe who we are and who we want to become as an organisation. They guide us in our day-to-day conduct, our decision- making, and in our hiring:

- **God First:** we take our cue from the life of Jesus outlined in the Bible, and our actions are informed by His example. We ask employees that do not have a Christian faith to work in a way consistent with the teachings of Jesus such as showing compassion, serving others and being non-judgmental.
- **Passionate:** we are motivated by excellence and a desire to make a difference
- **Brave:** we are not afraid to take risks or to fail, but we always try
- **Generous:** we freely give our resources to enable others
- **Together:** we support and value each other, celebrating teamwork and championing individuals

About West Sussex County Council's Early Help Service

At West Sussex County Council, we are ambitious for our children and our workforce and are committed to improving our services for children and families in West Sussex.

The Early Help Service is an integral part of the Children, Young People and Learning Directorate. We work with children, families, and young people to help ensure that every child is supported to achieve his or her potential. Working collaboratively with social care so that all children and families are accessing the right help and protection from the most appropriate part of children's services.

Early Help ensures that children and families receive accessible and co-ordinated support when they need it. This support ranges across a continuum from universal preventative

approaches through to more targeted help where families are experiencing more complex or multiple difficulties. At every level support is designed to address and reduce the problems or challenges and prevent them getting worse.

Role Purpose:

To provide a friendly, impartial frontline service to the public, with administrative support to the Early Help Family Hub and Arun Church.

You'll play a key role in ensuring the Wickbourne Centre is safe, welcoming, and accessible for families, children and young people. You'll work as part of both Arun Church and the Family Hub teams, providing information, advice and guidance around a range of issues to families, children and young people aged 0-25.

Having a good understanding of what services are available in the local community for families, children and young people and being confident to signpost to these will be key. You'll help to maintain effective relationships with a range of partners to ensure the smooth running of services to meet the needs of our local communities.

You'll understand the importance of early years provision and the difference this makes to children and will assertively promote Free Entitlement funding to families to ensure they access this provision.

You will promote and raise awareness around key public health messages, such as smoking cessation, breast feeding and mental health by providing information, advice and guidance to improve health outcomes for families, children and young people.

Key tasks:

1. **Excellent Customer Service**
   To provide excellent customer service by acting as the first point of contact within the centre.
   a. To welcome all users to the centre, showing them to the correct location and helping them to feel comfortable and at ease.
   b. To support families, children and young people seeking information, advice, and guidance from the Early Help Service, including the Find It Out offer.
   c. To contribute to the operation of crisis support schemes including WSCC grants, and supporting families to access support from charitable organisations.
   d. To deal with complex queries, liaising with church and WSCC colleagues and ensuring accurate and timely recording of information.
2. **Effective Communication**
   To ensure clear and timely communication with all parties connected to the centre.
   a. To communicate appropriately with members of the public, practitioners and colleagues in order to deal with a variety of enquiries, solving varied problems and give advice (e.g. answering queries about childcare, training, procedures etc. and advising where to obtain support for children, young people and families).

b. To communicate in an appropriate manner with a wide range of people through face-to-face contact, electronic media and over the telephone, including taking clear and accurate messages and dealing with customer comments and complaints.
c. To produce information for displays and maintain leaflet supplies which promote key public health messages, Free Entitlement, and the local offer, for example.

3. **Administration**
   To ensure accurate recording of relevant information for the smooth running of the centre and its services.
   a. To input straightforward information into computerised systems with accuracy to meet the needs of the services, for example maintaining databases and registrations.
   b. To produce and prepare reports, spreadsheet information, packs relating to specific events or projects.
   c. To coordinate events, room bookings and general use of the centre, including appointments for specific services where necessary.
   d. To make purchases or place orders on behalf of the church as required, such as stationary orders, conference bookings, and pastoral gifts (flowers).
4. **Health & Safety**
   a. To ensure opening and closing routines are effectively completed.
   b. To contribute to a safe and healthy working environment, dealing with day-to-day issues and reporting any concerns in line with church/WSCC policies to ensure compliance with health and safety standards.
5. **Other duties**
   a. To work within our Safeguarding processes, reporting any concerns to the Designated Safeguarding Lead immediately.
   b. To attend weekly staff meetings and monthly line management supervision, and to undertake training as required.
   c. To monitor budgets, following all relevant financial control procedures and assist with purchasing and expense requests.
   d. To carry out other such duties as may be required from time to time.

Other information

Hours:	Casual (as required)
Work Pattern:	Casual (as required). Usually Monday to Friday between 9am and 5pm.
Work Base:	The Wickbourne Centre, Littlehampton, West Sussex, BN17 7DZ
Reports to:	Jointly to the Executive Lead (Arun Church), and the Family Team Manager (West Sussex County Council).
Salary:	£12.85 per hour (plus holiday entitlement)
Annual Leave:	None. Included in pay.

Probation Period:	3 months
Contract:	Casual
DBS:	Due to its location in a children's centre, appointment to this post is subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check.
Company Employment:	Arun Church have several different companies under the church umbrella. Employment for this role is through **Arun Community Church: Wickbourne Centre** a registered Charity (1107647) and Limited Company (5591456).

Person Specification

These will be used as the shortlisting criteria.

Qualifications

- **Essential:** 4 GCSEs with A-C (9-4) passes including Maths and English, or equivalent qualification or experience demonstrating that level of numeracy and literacy
- **Desirable:** An IT qualification or equivalent experience demonstrating good working knowledge of IT systems & procedures. Level 3 Information, Advice and Guidance qualification

Personal qualities and values

- **Essential:** Good interpersonal skills with the ability to confidently work with children, young people and families (e.g. dealing with complex queries and family issues, responding appropriately to challenging behaviour such as aggressive or distressed individuals). An understanding of and sympathy towards the Christian faith.
- **Desirable:** A friendly, enthusiastic, and reliable character with a proven record of training and ongoing personal development.

Knowledge and experience

- **Essential:** Experience of dealing with the public and providing excellent customer service, including providing specialist information, advice, and guidance.
- **Desirable:** Experience in the delivery of child or family support services in the statutory or non-statutory sector

Technical proficiency

- **Essential:** Proficient IT skills, using Microsoft Office Suite, to be able to use the Service computerised databases, photocopiers, scanners and the internet.
- **Desirable:** Experience of CRM software solutions and multi-channel customer service.

Key Skills

- **Essential:** Good communication, customer service and interpersonal skills to interact effectively with the general public and act as a point of information, advice & guidance where appropriate.
- **Desirable:** Ability to meet set deadlines and to understand when problems need to be referred upwards, (e.g. in responding to complaints promptly for a quick accurate solution).

Other abilities

- **Essential:** Ability to work as part of a team completing shared tasks in order to deliver a service to others. An understanding of safeguarding principles, and an ability to work in a way that promotes the safety and well-being of all.
- **Desirable:** Good analytical and judgement skills in order to effectively assist with customer queries

Inclusion and safeguarding

As a church we are committed to serving and respecting all people regardless of their gender, marital status, race, ethnic origin, religion, age, sexual orientation, or physical and mental capability. We recognise that people hold different values and beliefs to our own and we acknowledge the freedom of people to hold and to express these respectfully and freely within the limits of the UK law. We will never impose our Christian faith on others but allow spaces to explore belief and values in a respectful environment. We form partnerships with other churches, voluntary groups, statutory agencies, and local government where appropriate to provide the best service for our community.

Arun Church recognise our responsibility for safeguarding and that everyone has a right to be safe from harm. Everyone in our care will be valued and respected, and their needs put first. We will challenge stereotypes and assumptions while recognising that some people are vulnerable and may require additional support. We recognise that creating a culture of safeguarding is everyone's responsibility and applies to all staff, trustees and volunteers working across the whole organisation. Our safeguarding policy is available to everyone at arunchurch.com/safeguarding.