

Mid Thames and Buckinghamshire

**JOB DESCRIPTION**  
**PART-TIME EVENING RECEPTIONIST (MAIDENHEAD)**  
**PERMANENT CONTRACT**

**Objectives of the Post:**

- To provide flexible and efficient receptionist support to our Relate counsellors in 4 Marlow Rd Community Centre, Maidenhead as well as acknowledging the sensitivity and confidentiality of the role.
- Be the first point of contact for RELATE clients and ensure the centre is fully operational during the required hours and is safe and secure at the close of the sessions.

**Duties:**

1. To provide administrative support to the counsellors during the shift. To call in and check appointment times prior to start of shift. Arrive 15 minutes before counselling starts to set up and stay 15 minutes after the last counsellor session.
2. Welcome clients into and out of the centre, ensuring health and safety procedures are adhered to and that clients are treated equally and respectfully at all times in line with our Equal Opportunities Policy.
3. Liaise with counsellors regarding their appointments and enter information onto the Relate remote online client booking system (Penelope).
4. Prepare paperwork, organise and maintain accurate client records and administration, including client payments in person and face to face.
5. Record and leave clear messages for other staff.
6. Work as part of a team and be available to help to cover sickness or holiday as and when required to cover for evening colleagues at Maidenhead.
7. Ensure the office is secure, when locking up and leaving for the evening.
8. To maintain strict confidentiality regarding client matters and information and to comply with Relates' Confidentiality and Disclosure Policy.
9. Undertake any other duties as reasonably required.

**Personal Specification:**

Qualities	Desirable (D), Essential (E)
A calm and caring personality / reliable and trustworthy	E
Has empathy of working with people in distress / vulnerable	E
IT experience (good level of MS Outlook and Word)	E
Well organised with previous experience of general office duties, administration and customer service	D
Ability to offer flexible working hours	E
Able to be professional and confidential at all times	E
Previous experience of lone working and as part of a team	D

- Relate MTB is a small, family friendly charity
- We provide an important role within the local community
- We support vulnerable people