

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Receptionist</b>
<b>Hourly Rate:</b>	£12 per hour
<b>Immediate Manager:</b>	HR and People Development Manager
<b>Responsible to:</b>	CEO NST Board of Trustees
<b>Hours:</b>	37.5 hours per week
<b>Experience Required:</b>	Experience of working in a customer facing/front desk role, balancing administrative duties with providing a friendly welcoming service.
<b>Special Conditions:</b>	The ability and commitment to work alongside people with complex physical and learning disabilities and their families/carers.
<b>Control of Resources:</b>	To be responsible, alongside other NST staff for equipment and materials; ordering supplies and monitoring stock levels and the correct use and security of equipment.
<b>Health &amp; Safety Welfare:</b>	To work in accordance with NST and Local Authority's Health and Safety and Welfare standards.
<b>Purpose &amp; Objectives:</b>	To ensure a friendly welcome to all visitors whilst completing administrative tasks to the highest quality standards.



The Next Step Trust  
The Hoover Building, Westfield Street, Halifax, HX1 2DN  
Tel. 01422 330938  
[admin@nextsteptrust.co.uk](mailto:admin@nextsteptrust.co.uk) [www.nextsteptrust.org.uk](http://www.nextsteptrust.org.uk)  
Registered Charity No. 1114197  
Registered Company No. 5711840



## Principle Duties:

1. To greet all Next Steppers, families/carer and any visitors, answering queries and supporting to problem solve where necessary.
2. To answer the phone, being responsive and taking messages.
3. To use IT systems to provide an efficient administrative service, including producing documents, inputting and collating information, filing etc.
4. To audit and order stationary, and office equipment and also food and catering supplies as required.
5. To manage any incoming and outgoing correspondence.
6. To support meetings and take notes.
7. To contribute to the development of more efficient administrative processes.

## Other Responsibilities

1. To be flexible in working to attend meetings.
2. Work across centres as required.

## Secondary Duties:

1. To work flexibly in line with the requirements of the Trust.
2. To be concerned with the public relations and as far as possible, help maintain The Next Step Trust image and standards.
3. To participate in training as required by the post.
4. To work in accordance with Next Step Trust Safeguarding procedures, respond in a timely and escalate any concerns.
5. To work in accordance with The Next Step Trust's Equal Opportunities Policy.
6. To perform all duties in accordance with Health and Safety procedures and to highlight any Health and Safety concerns.



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7. To perform all duties taking account of confidentiality and in line with GDPR.
8. To work as a member of the team to contribute where necessary to the needs of the Next Steppers and their parents/carers/guardians.
9. To support the Values and Objectives of The Next Step Trust which are listed below;

- **Commitment:**

The people who use our services need to know that we are here for the long-term – that we will be walking the next steps with them. Our partners and suppliers need to recognize our commitment too, so that we can all work together to support more fulfilling lives for people with complex needs. We will be consistent, determined and embrace the challenges in our work, and always be focused on being the best we can be for the people we are here to support.

- **Respect :**

We see people as people, and respect them for their differences. There are boundaries within which we expect people to act, and these are based on putting the people we support at the heart of all we do. The respect we have for our work will never allow those boundaries to be compromised.

- **Friendship:**

The Trust will extend the hand of friendship to the people who use our services but also to their families too. By being here, we will create a place where people can come together, have a sense of belonging, and feel welcome. We will demonstrate loyalty and honesty to our partners and suppliers, and ask for this in return. Friendship will help overcome challenges in a way that conflict cannot, and through this we will be able to do the best we can for the people we support.

- **Adaptability:**

It is important to our Next Steppers and their families that we are able to respond to their developing health and social needs. We are confident in working together in a flexible manner to respond and be resilient towards changes in the world around us.

- **Kindness**

To make everyone feel included and happy we are kind to each other. We will listen, show compassion and be considerate to others. We will make time to learn and respect others thoughts and feelings.



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- To work towards implementing the principles of equality, diversity and inclusion. At The Next Step Trust we promote an inclusive service to our community where no individual will be unjustly discriminated against. This includes, but is not limited to, discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

**Occasional Duties:**

- To undertake such other duties and responsibilities as may be determined from time to time by the management group in consultation with the post holder.

**Job Description Agreed By:**

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date



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