



James' Place London – Receptionist

Job Title: Receptionist

Salary: £21,157.50 - £28,750 (inclusive of 15% London weighting)

Hours: 37.5 hours per week

Location: London, office-based

The opportunity

The successful candidate will take a key role in facilitating a warm welcoming introduction to the London Centre for men in suicidal crisis. You will be the first point of contact for referrers and men in distress, greeting visitors, answering the phone, booking appointments, and responding to email enquiries. You will be expected to set and maintain the tone of the experience at James' Place and provide efficient and effective administrative support to the centre team. Under the guidance of the London Centre Manager, you will process referrals, conduct accurate record keeping and help to ensure the centre runs safely and smoothly.

The Charity

James' Place exists to stop men dying by suicide. We opened our first centre in June 2018 in Liverpool, the first of its kind in the UK. Since then, we have supported over 450 men and, this year we have launched a second centre in London. James' Place is a clinical centre for men who are experiencing a suicidal crisis and it was set up to make the experience of finding help as easy as possible. It offers men a brief, intensive, therapeutic intervention in a safe environment. Men who walk through the door at James' Place will be welcomed into a space where they feel valued and respected.

Person Specifications

You will be joining a small, dedicated, and growing team during a key period of transition, as we move from our temporary premises into our new London centre. This role requires someone with excellent people skills who can work effectively and efficiently in an environment that is sometimes challenging.

Your administration skills will be vital, and you will be able to work with a broad range of IT, including shared Outlook inboxes and calendars. You will feel comfortable using the full Office 365 suite and have the necessary organisation skills to maintain the highest standards of record keeping.

The Receptionist will be the first person a man in suicidal crisis meets when he comes to James' Place, so it is vital that the successful candidate possesses strong communication and interpersonal skills. You will be able to provide a friendly welcome and create a sense of calm even when the centre is busy.

You will support the Centre Manager and wider team to move from our temporary office into our new therapy centre, therefore an ability to work collaboratively is essential. The Receptionist will be responsible for managing the reception area and waiting room, ensuring that the centre is always kept safe and tidy. You will be able to work proactively and have a high level of attention to detail.

Skills, Knowledge and Experience

Essential

- Strong communication skills (written & verbal).
- Excellent interpersonal skills with the ability to remain calm and caring in challenging situations.
- Ability to manage time effectively, prioritise workload and meet deadlines.
- Ability to maintain accurate records and follow set procedures exactly.
- Knowledge of relevant Data Protection Regulation.
- Promote people's equality, diversity, and rights.
- Knowledge and understanding of safeguarding procedures.
- A commitment to working with men who are experiencing a suicidal crisis, as well as their supporters.
- Ability to work in a therapeutic environment.
- A high level of attention to detail.
- Ability to maintain your own personal safety and the safety of colleagues and visitors to the centre.

Desirable

- Experience of working in a therapeutic environment or health-based setting.
- Knowledge of relevant Health and Safety procedures.

Principal accountabilities of the role

- Welcoming men and their supporters into the centre, maintaining a calm and caring approach with all those who are seeking support from our services.
- Dealing with enquiries over email and telephone, scheduling/amending appointments and taking messages as required.
- Supporting users of the service to access information about other agencies.
- Maintaining a safe and tidy environment in all areas of the centre and monitoring/replenishing stocks.
- Following Health and Safety procedures around safety alarms, security, heating, lighting, electrical equipment, and lone working.
- Supporting the Centre Manager to conduct routine Health & Safety checks and assessments.
- Making drinks for visitors and washing up.
- Managing refuse and recycling collections, ensuring it is collected by the contractors each week.
- Processing referrals and maintaining accurate records at all times in line with our administrative procedures.

- Treating every person who contacts us with respect and offering them support in line with our values, policies, and procedures.
- Completing electronic filing, shredding, and general office admin.
- Providing admin support to the wider team as required. E.g., Recording and sharing meeting minutes.
- Maintaining an effective appointment system ensuring all the resources at James' Place are used efficiently.
- Recording and collating data to support the effective evaluation and monitoring of James' Place.
- Providing occasional administrative support to head office if and when needed

James' Place is committed to promoting a diverse and inclusive community. Our aim is that no job applicant, temporary worker, or employee receives less favourable treatment on the grounds of age, disability, gender and transgender status, race and ethnicity, religion, and belief (including no belief), marriage or civil partnership status or sexual orientation.

HOW TO APPLY

- To apply for this position, please send a CV and short covering letter (no more than two sides), ensuring that your application fully addresses the appointment criteria in the person specification. Please submit your application to london@jamesplace.org.uk