



Lead Receptionist Job Description

Location: KDYS Killarney
Reports to: KDYS Senior Manager

The post holder is an exceptional individual who endeavours to make a difference in the lives of young people and their families by promoting a culture of integrity and compliance within KDYS, and by operating in line with our organisational mission, vision and values: Young Person Centred, Inclusive, Respectful, Non-judgemental, Fun, Empowering and Professional.

Job summary:

Co-ordination of the reception activities of the centre to ensure a high quality, professional service with both internal and external service users experiencing an excellent customer service.

Key Duties & Areas of Responsibility will include:

- Co-ordination of front of house responsibilities ensuring a high quality customer service and efficient daily operations.
- With the Senior Manager, to support and manage the facilities team (reception, cafe and maintenance staff) within the Centre.
- Co-ordinating the weekly roster for the reception, café and maintenance team
- Support the development and implementation of various systems as required i.e., online booking, financial processing & recording, effective communication, promotion & public relations etc
- Manage the income and expenditure of the Centre in collaboration with Finance team, monitoring closely the income and expenditure of the Centre, developing relevant systems and reporting as required.
- Provide an administrative support to the Senior Management Team as required - preparing reports and grant applications, maintenance of records and other administrative duties,
- Ensure a youth friendly and welcome environment for service users
- Ensure a quality customer experience for both external and internal service users.
- Liaising as appropriate with counterparts in other KDYS services.
- Pursue fundraising opportunities from public, corporate or philanthropic sources.
- Actively participate in both internal and external networks, structures and events relevant to the post
- Identify training needs through your supervision and participate in training opportunities appropriate to the role.
- To prepare for and attend individual supervision on a regular basis.
- Implementing and practicing KDYS policies with special emphasis on Health and Safety policies, Safeguarding and rental policy
- Ensure ongoing compliance with organisational data protection policy and practice in all aspects of the role.
- Support the KDYS planning and reporting processes.
- To undertake other duties as may be requested. This may include involvement in the organisation's events, fundraising, research etc.

Special conditions /Essential Criteria

Qualifications and Experience

- A relevant qualification in office administration, business administration, community development or relevant field is desirable
- Relevant experience is desirable
- Experience in Microsoft Office (knowledge of other applications would be an advantage.)
- Knowledge of youth work / voluntary & community sector is desirable
- People Management experience is an advantage
- Fluency in English, both written and verbal

Contract

- 12-month Fixed Term Contract
- This contract is for 28 hours per week
- Salary range €25,353 - €31,784 pro rata, commensurate with experience, payable monthly.
- 26 days Annual Leave per annum pro rata
- 28 days paid sick leave in a 12 month period pro rata, upon successful completion of probation
- The nature of this post requires the holder is flexible in working hours to cover the operational times of the service and the centre. This will involve frequent evening and weekend work, at times when young people, children and families are available.
- Employment with KDYS is subject to a satisfactory response from the Garda Vetting Unit being received in relation to any candidate under consideration and satisfactory reference checks being received.
- This post is subject to a probationary period.

Skills, Competencies & Attributes

- Clearly understands the role, objectives, and targets and how they fit into the work of the organisation.
- Demonstrates the expertise necessary to carry out the role to a high standard and shares this with others
- Has significant expertise in his/her field that is recognised and utilised by colleagues
- Working knowledge of the software and systems required in a highly functioning reception area and office
- Excellent organisational and administrative skills, with a strong attention to detail
- Strong ability to organise the resources, process and systems required to achieve goals.
- Excellent interpersonal and teamwork skills
- Ability to communicate well and work closely across the facilities team and other teams
- Ability to delegate effectively and monitor the workload of others well
- Effective written, verbal and IT communication skills.
- Ability to determine priorities, set realistic timescales and organise own time effectively.
- Must be flexible and prepared to work outside normal hours as required.
- Has the ability to think logically, use initiative and work with minimum supervision.
- Through leading by example, fosters high standards of ethics and integrity
- Commitment and adherence to KDYS's values