

Reception and Front of House Assistant, Leicester City Centre, LE1, Part-Time

£13,384 per annum plus enhanced benefits

- Part-time, 22.5 hours per week - **2 Posts, 8.30am – 1.30pm or 1.00pm – 5.00pm**
- Up to 30 days Basic Holidays plus Bank Holidays
- Enhanced Family Friendly and Wellbeing Benefits, 6% Employer Pension Contribution

Voluntary Action LeicesterShire (VAL) helps people in local communities to change their lives for the better, through direct service delivery and by supporting the local voluntary and community sector.

This role will play a crucial role in providing excellent customer service, managing reception, and delivering hospitality services for our meeting and conference rooms. Reporting to the Building Team Manager, you will be responsible for ensuring the smooth operation of our facilities and providing administrative support.

You will be the first point of contact for visitors to VAL, providing a welcoming reception service and offering assistance via telephone, email, and face-to-face interactions. You will manage the booking processes for meeting and conference rooms, ensuring customer specifications are met and providing practical support to customers. Attention to detail is key to ensuring the smooth operation of our conferencing facilities and a great customer experience.

Outstanding interpersonal skills and personal pride in delivering to high standards are essential combined with experience of working in a reception service open to members of the public. The ideal candidate will possess excellent administration skills, including database management and event coordination, and demonstrate the ability to work alongside and support volunteers and other staff. Strong organisational and prioritisation skills, coupled with a customer service focus and excellent communication and interpersonal skills, are essential for this role.

Flexible and proactive, you will have a keen eye for detail, the ability to prioritise and multi-task to meet tight deadlines.

Voluntary Action LeicesterShire (VAL) is a sector leading diverse and ambitious organisation, with a vision for growth. You will benefit from a competitive salary, a flexible and supportive working environment, 25 days annual leave, rising with service, plus bank holidays and a 6% employer pension contribution.

Closing date: Tuesday 28th May 2024, 5pm

Interviews: Thursday 6 June 2024

A detailed job description, person specification and application form for this role can be found at <https://valonline.org.uk/work-for-val/>

For an informal discussion about this role, please contact Reena Purewal, Team Manager reena.p@valonline.org.uk

How to Apply

If you feel that you have the passion for this role, we would love to hear from you! Your application should include your CV together with a supporting statement about why you are the right person for the role (**maximum 2 sides of A4**)

- It is important through your CV and statement of suitability that you evidence your career history, key achievements and explain your motivation for applying.
- Your statement should evidence your suitability for the role, making reference to the criteria set out in the job description and person specification.
- Please ensure that your statement explains any service gaps in your CV.
- Please also indicate which shift you are applying for.
- Do let us know in advance of any specific support or adjustments should you be called for interview as well as any dates that you will not be available, taking into account the recruitment timeline.

Applications should be sent to:

recruitment@valonline.org.uk no later than **5pm on Tuesday 28 May 2024**