

RECEPTIONIST FULL JOB DETAILS

Canolfan Gerdd William Mathias is keen to appoint an enthusiastic and reliable individual who has strong interpersonal skills to work as a part-time receptionist at the Centre's main office in Galeri, Caernarfon.

We are currently looking for an individual to work 16 hours a week (term time only) with the possibility of additional shifts from time to time. The shifts will usually be 5-6 hours in length and will be a combination of daytime and evening hours.

Application by letter and CV including contact details of two referees. Address your application to Gwydion Davies and email to gwydion@cgwm.org.uk

Closing Date: 10am, Monday 30.9.2024

CGWM Receptionist job description

Part-time position, working during the school term, approximately 39 weeks a year, answerable to the Director.

Usual hours (may vary): Wednesday 10am-4.30pm (with lunchbreak), Thursday and Friday evenings from 4-9pm.

Wages : £11.44 per hour

Location: CGWM, Galeri Caernarfon.

To start as soon as possible

Duties

- Welcome the tutors / students / parents to the Centre and deal with inquiries.
- Prepare the practice rooms for the lessons and ensure that they are left tidy and organised at the end of a shift.
- Act as the first point of contact for pupils, parents and tutors while on shift working unsupervised in the Centre's office.
- Dealing with inquiries / messages that arise.
- Communicate messages effectively to other staff members.
- Organising timetables for tutors and CGWM group activities.
- Work with other receptionists to ensure the smooth running of activities.
- Deal with payments and prepare bills for lessons using CGWM's administrative systems
- Supervise workshops and classes
- Prepare registration forms and posters for activities.
- Keep lesson registers.

- Act within the requirements of all policies and Code of Conduct.
- Willingness to assist with any other administrative duties as required in discussion with the Administrative Manager and Director.
- The successful individual will be expected to complete relevant training courses online (during working hours) - Safeguarding children and adults, Fire Safety, manual handling, GDPR and attend an emergency First Aid one-day course and be ready to provide First Aid should the need arise.

Personal Specification

Essential

- Excellent interpersonal skills.
- The ability to communicate effectively in Welsh and English both verbally and in writing
- Strong literacy, numeracy and IT skills (including use of Excel, Word and social media).
- The ability to work flexibly, independently and as part of a team – quite often the Receptionist will be the only member of staff on duty in the office.

Desirable

- previous experience of working with the public is desirable.

As the job involves working with children and adults at risk, an enhanced disclosure will be required from the DBS (Disclosure and Barring Service) for the successful candidate and the job offer is dependent on a satisfactory check being received.

We operate an equality and diversity policy, and a copy is available on our website which outlines our commitment to fair recruitment processes. See:

[Policies | Canolfan Gerdd William Mathias \(cgwm.org.uk\)](http://cgwm.org.uk)

Applications from culturally and ethnically diverse people and underrepresented groups are encouraged and warmly welcomed.

Applicants are asked to complete an equality form, by following the link below. The information on the form is used solely for the purpose of monitoring equality.

https://forms.cgwm.org.uk/cgwm/form/MonitoringEqualOpportunitiesJobApplicants/formperma/YG-q1DcQ8n9nwSfbuxtRF_kzL0xQB7WSI75wYnHYrp8

Data Protection

We will treat the personal data shared with us by job applicants with respect. We will be required to process the personal data of job applicants to enable us to follow the recruitment process. We will store the personal data provided by applicants for a period of no more than 6 months, or, if the law requires, for as long as necessary. More details about our handling of personal data can be found in our privacy policy on our website.

www.cgwm.org.uk/policies

This privacy notice does not constitute any offer of employment or agreement between us.

If we offer you a job, we will provide further information about how we handle an employee's personal data.