



Receptionist
Candidate Information Pack
September 2021

A message from our Chief Executive

Thank you for showing an interest in this position with us.

UKSA inspires and supports children & young people to broaden their horizons through our life enhancing water-based adventures, education and training for careers at sea.

Founded over 30 years ago by philanthropist and entrepreneur, Noel Lister and his wife Sylvia, over 150,000 people have benefited from our training and watersports programmes so far.

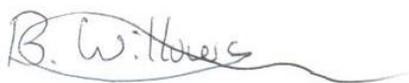
We believe all young people have a need but there are those that require greater support. Living through this period of austerity now, more than ever, the impact of COVID-19 has hit the schools and young people in the most disadvantaged areas the hardest. We know that many children and young people are missing out on life-changing opportunities because schools, local authorities and parents simply can't afford to pay for them. The fragility of these young peoples' mental health is exacerbated by a reliance on isolating social media 'screen time'. Our outdoor learning programmes on the water are the antithesis to this.

In conjunction, we know that a career at sea can provide a life of adventure for those who are inspired to follow this path. We support all students with an aspiration for a long-term career in Maritime. Our aim is to remove both financial and social barriers to enable students from any background to be able to access UKSA programmes. We want them to achieve their best and gain life-changing experiences, qualifications and careers.

2020 has been an unexpected challenge for all but we enter 2021 with renewed optimism for the future. We will start the construction of a new 136 bed accommodation on site in Cowes, having raised £3.8m from donations to fund the project. With the news of the COVID vaccine being rolled out across the UK, we are eagerly awaiting the arrival once again of children and our students back to their programmes and courses. Our new strategy (summarised below) is centred on extending our reach to more children and young people with the aim of helping them break free from their existing lives, the new 'normal' that COVID-19 has created and continue to prepare them for training and work.

We have an exciting time ahead. Adapting to COVID-19 has been a challenge, but one that UKSA has met due to our amazing staff base.

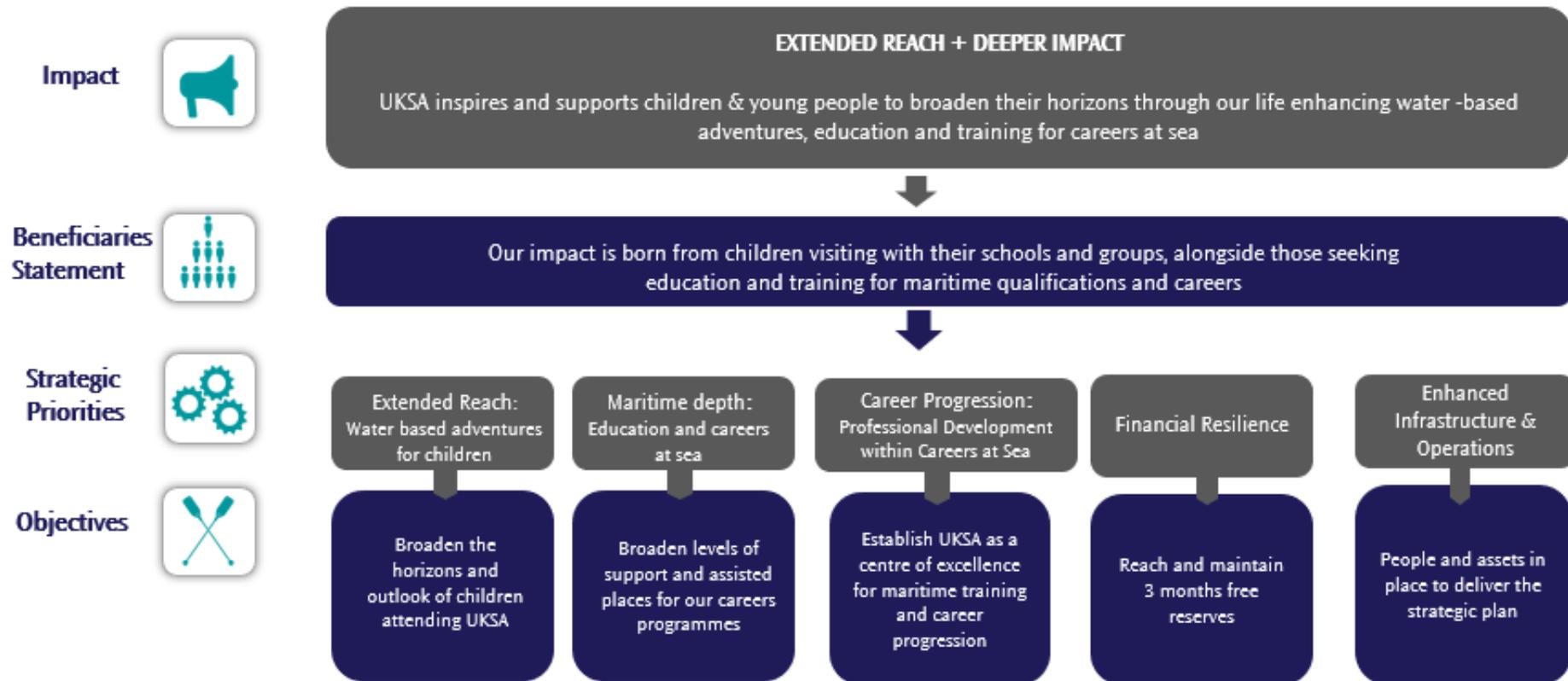
If you have any questions, then please do not hesitate to contact me and I look forward to your application.

A handwritten signature in blue ink that reads "B. Willows". The signature is written in a cursive style and is underlined with a wavy line.

Ben Willows
Chief Executive

Below is a summary of our "Extended Reach" Strategy:

IMPACT LED STRATEGIC APPROACH



About Us

For over 30 years we have been helping children take their first steps on the water, launching careers, pushing personal training development with world-class training and offering transformational opportunities as a leading youth charity.

We provide adventures for 8,000 children and train over 1,500 professional career students to work within the growing global maritime sector each year. We support our students to believe in themselves by providing a hand up not a handout. Our professional education, mentoring and training pathways create exciting long-term maritime career opportunities empowering our students to succeed for themselves, their communities and society.

Our aim is to remove both financial and social barriers to enable students from any background to be able to access UKSA programmes. We want them to achieve their best and gain life-changing experiences, qualifications and careers.

In 2019 /20 we welcomed over 8,000 children and their leaders from 130 schools and groups across the UK. Our water-based programmes are designed to increase children's life and leadership skills, build confidence and encourage teamwork with their peers. For many, UKSA is their first experience of the sea and being away from home.

Our world-class professional training and further education courses provide an alternative to university, we provide vocational training and qualifications to gain a career in the Maritime industry. We are also widely recognised throughout the world for our MCA and RYA training courses and are one of the world's top providers of MCA yachting certificates.

As a charity, we do much more than deliver training and certification. We also offer a range of development programmes that help transform the lives of those from the most deprived areas of the UK.

If we sound like the place you want to be, and you are ready to make a difference, check out our application process below.

Application Process

Please complete the application form which is available on the website and email it to recruitment@uksa.org

Closing Date: 9am on the 21st September 2021

Interview Date: TBC

Shortlisted applicants will be invited to:

- Attend an interview with an in tray exercise.

Job Description:

Job Description and Person Specification	
Job Title:	Receptionist
Reporting to:	Customer Relations Manager
People/Team Management:	N/A
Band:	B6
Key Purpose: <ul style="list-style-type: none"> To be a positive first point of contact for customers and visitors to UKSA To ensure guests are roomed to meet the relevant booking requirements To provide efficient administrative services 	
Reception <ul style="list-style-type: none"> Uphold security procedures for opening and closing Reception with particular regard to cash storage and key security. Deal with all student, visitor and staff enquiries to Reception in a timely and friendly manner, ensuring day-guests sign in and are aware of UKSA's policy on wearing visible visitor ID and the need to 'sign out' Operate the switchboard and handle calls in a courteous and professional manner, ensuring UKSA's brand messages and 'language' are promoted. Read and action all emails received in a professional manner. Provide a handover to Evening Duty Supervisors or anyone taking over "reception" duties at the end of your shift, ensuring any ongoing customer or service issues are explained and relevant information is shared or is accessible. Work weekends on rotational basis as required. Manage the arrival of people entering UKSA via the gate system. Cover the bar staff break during the evening. Ensure the reception lobby area is kept clean, tidy and hoovered. 	
Guest Management <ul style="list-style-type: none"> Check residential guests in and out, ensuring they have any relevant information/directions. Take bookings for bed and breakfast, swimming pool and marina berthing, ensuring correct payment is received or information processed according to current procedures for invoicing. Liaise with the Facilities team regarding site defects and cleaning requirements. Ensure room bookings are up to date and accurate. 	
Financial Processing <ul style="list-style-type: none"> Take payments for various items through Reception, ensuring cash and PDQ transactions are processed correctly and accompanying paperwork/finance records are complete and accurate. Clear tills/floats at shift close 	
Office Administration <ul style="list-style-type: none"> Sort incoming post and distribute it to the relevant file for collection. Frank outgoing post and ensure it is ready for collection each day. Keep the Reception area tidy and promote a welcoming atmosphere. Adhere to the requirements for GDPR including personal information handling and storage with regard to UKSA's safeguarding and data protection policies. Assist with general administration as required. Support the Facilities manager with admin duties. Manage staff car park permits. 	

<p>Health & Safety and safeguarding</p> <ul style="list-style-type: none"> • Demonstrate a duty of care of your own health and safety and that of other employees, co-workers, customers and other UKSA personnel to help everyone meet our share legal requirements. • Work with our safe gaurding policy to ensure all staff, students and visitors are kept safe and supported. • Operate on a daily basis which demonstrates a duty to take care of your own health and safety and that of others who may be affected by your actions at work. • Co-operate with employers and co-workers to help everyone meet their legal requirements.
<p>Team Performance</p> <ul style="list-style-type: none"> • Prepare for and take full part in 1-1 reviews with manager. • Ensure adherence to all policies and procedures and promoting the Vision, Purpose and Values of UKSA
<p>General</p> <ul style="list-style-type: none"> • Comply with and promote UKSA equality and diversity, data protection and health & safety policies and procedures. • Make a commitment to deliver excellent customer service.
<p>This Job Description and Person Specification is not exhuastive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjuction with the post holder.</p>

Person Specification

Person Specification		
	Essential	Desirable
Knowledge:	<ul style="list-style-type: none"> • IT literate with good knowledge of Microsoft Excel and other Office software 	<ul style="list-style-type: none"> • Working knowledge of CRM/data management systems for data input and interrogation will be an advantage but not essential as training will be given
Qualifications:		
Experience:	<ul style="list-style-type: none"> • Experience in a similar reception / customer service role desirable 	
Skills:	<ul style="list-style-type: none"> • Highly organised, with a high level of attention to detail and accuracy • A calm and friendly personality • Excellent communication skills; able to engage confidently with visitors, guests and colleagues • A good telephone manner and professional attitude to callers • Strong customer focus and desire to deliver the best outcomes for beneficiaries • Excellent time keeping 	

Key Terms and Conditions

Salary	£8.91 per hour Payable on 28 th of each month
Annual Leave	28 days inclusive of Bank Holidays The leave year runs from 1 December to 30 November
Working Hours	28 hours per week over 4 days Flexibility in your hours will be required to include weekends, public holidays, and evenings as the needs of the business dictate
Location	You will be based onsite UKSA Arctic Road Cowes Isle of Wight PO31 7PQ
Pension	National Employment Savings Trust Employee contribution of 5% Employer contribution of 3%
Sickness	In the first three months of employment you are entitled to Statutory Sick Pay only and thereafter in accordance with UKSA Policy
Notice Period	Probation period of 6 months During the probationary period notice will be 1 week and after that 4 weeks' notice will be required
Disclosure and Barring Service check	Basic DBS disclosure will be applicable

