

Job Description

Purpose:

At Hope4 we believe that everyone has the right to have a place to call 'home', somewhere that is safe, secure and sustainable, and enough food even when in a crisis. We also believe that everyone should have the chance to realise their hopes and ambitions, and as a charity our clients are at the heart of what we do. Although Rugby is a small market town, in 2024 we supported over 180 people at our Day Centre and provided over 6000 food parcels at our Foodbank. The Hope Centre clients access a holistic range of services from the immediate need of a sleeping bag to showers, food, clothing, computers, mental and physical health care, and Key Workers working on a tailor-made plan enlisting the help of housing providers. Our staff and more than 80 volunteers are crucial to making this happen.

The charity is founded on Christian principles by the local churches and works to address homelessness and food poverty in the Borough of Rugby. Our staff and volunteers support these values and ethos irrespective of belief or background. Hope4 is the overarching charity name overseeing all operations of the Hope Centre and Rugby Foodbank.

Our Values: Compassion, Respect, Integrity, Faith, Community and Hope

Job Title: Reception and Administration Officer

Reporting to: Service Delivery Manager

Location: Hope Centre*, 8 Newbold Road, Rugby, CV21 2LJ. *some off site work is anticipated.

Salary range: 30 hours based on a FTE of 37hpw, £25,550pa

Hours: 30hrs per week, Monday to Friday. Some evening, bank holiday or weekend work may be required with time off in lieu.

Overall role purpose:

This post is a reception and front of house role and providing day to day administrative support to enable the smooth running of the Hope Centre and Rugby Foodbank. You will be the first face of Hope4 meeting and welcoming all visitors to the Centre. You will support staff, Trustees, clients and volunteers in a variety of ways, and be part of a dynamic, forward-thinking staff team. In this role you will need to have emotional resilience and the ability to remain calm and professional when supporting individuals who may be in crisis, experiencing trauma, or presenting with challenging behaviours.





Main Activities:

- Undertaking all Centre based reception and administrative duties as required and providing a courteous and customer-focussed first point of contact for clients, staff, Trustees, visitors and partner agencies
- Responding to day-to-day enquiries and signposting to appropriate team members
- Managing electronic mailboxes and distributing and actioning requests accordingly
- Demonstrating empathy and resilience when interacting with clients who may be distressed, angry, or experiencing mental health challenges.
- Supporting the team in managing difficult or sensitive situations with discretion and professionalism.
- Answering and responding to phone calls including the Foodbank mobile on agreed days
- Managing the mail process including the distribution of incoming mail
- Maintaining office supplies, materials and general housekeeping
- Filing and maintaining of administrative systems as required
- Ensuring client records are relevant and up to date
- Providing administrative support to staff and trustees as required
- Servicing meetings as required, including notetaking if requested
- In liaison with line manager, using initiative to identify areas for improvement and create, develop and implement new and improved support service systems and processes
- Acknowledging and collating all donations, banking of monies on behalf of Hope4 including Rugby Foodbank, and liaising with our Treasurer as required including sending thank you letters to donors
- Liasing with Social Media consultant regarding posts

Facilities and Office Support:

- Supporting the line manager to maintain the smooth day to day running of the Day Centre
- Organising food-related collections from donors
- Organising monthly volunteer rota
- Working with the Hope4's H&S group to ensure that the Hope Centre and Rugby foodbank premises meets all legislative, regulatory and legal requirements
- Working with volunteer Store Supervisor to ensure all non-food donations are suitable and available; ordering items when needed
- Ensure that all data and recording responsibilities are carried out in a timely manner and to a high standard





Event Support

- Procuring items for events as agreed with the line manager / Trustees
- Organising and collecting feedback using appropriate IT systems
- Producing materials/literature for events
- Supporting fundraising events

To work as part of a team to support the overall delivery of Hope4's activities:

- Build positive relationships with Hope4's stakeholders including staff, trustees and volunteers
- Undertake any other reasonable requests by management, consistent with the nature of the service
- Ensure that all work is delivered in line with contractual obligations and in accordance with best practice, and be an ambassador of Hope4

General:

- All information and data to be maintained in accordance with Hope4's policies and procedures, and within GDPR principles
- Undertake identified training within specified timelines and maintain current operational knowledge where required, such as safeguarding
- To be an active and effective team member including both those at Hope4 and agencies supporting our work
- To work some hours, where needed, outside of normal office hours (including evenings and weekends)
- Participate in supervision and annual appraisal, and identify your own job-related development and training needs
- Maintain personal resilience and emotional wellbeing through reflective practice, supervision, and self-care strategies.
- Contribute to a trauma-informed and psychologically safe environment for clients, staff, and volunteers.





Person Specification:

This person specification sets out the essential and/or desirable experience and abilities needed by the successful candidate for this post. These could be from employment or volunteering roles and experience. Please bear these points in mind when applying for the role as these requirements will be considered at both the shortlisting and interviewing stages.

***Denotes minimum shortlisting criteria for an interview.**

| Qualifications | Essential | Desirable |
|--|------------------|------------------|
| English and Maths- GCSE or equivalent * | X | |
| Experience | Essential | Desirable |
| Experience of working in a busy environment providing a professional office administration service and working with diverse teams | | X |
| Experience of developing and sustaining effective working relationships, eg with colleagues, other services and organisations, networks etc* | X | |
| Experience of working with vulnerable individuals, including those in crisis, homelessness, or with complex needs and living chaotic lives* | X | |
| Experience of managing emotionally challenging situations in a professional setting* | X | |
| Awareness of trauma-informed approaches and how they apply to frontline services. | X | |
| Skills, knowledge and personal attributes | Essential | Desirable |
| Emotional resilience and ability to maintain professional boundaries when working with people in distress or crisis. | X | |
| Experience of using a database, retrieving data as required and running reports* | X | |
| Ability to work in a supportive, holistic and responsive environment* | X | |
| Ability to use Microsoft 365 Office package such as Outlook Word, Excel, Teams, and client management systems * | X | |
| Effective organisational, record keeping, time management and communication skills | X | |
| Ability to work as part of a team, on own initiative, work to deadlines, and within professional boundaries * | X | |
| Understanding of risk assessment and risk management in working with vulnerable people | | X |
| Understanding of safeguarding practices | | X |
| Training in mental health first aid, de-escalation techniques, or trauma-informed care. | | X |
| Full UK driving license and use of a car | | X |

Reviewed & updated: Sept 20

