
JOB DESCRIPTION

Job Title:	Reception & Conference Assistant – Bank Position		
Responsible to:	Directly:	Centre Manager	
	Indirectly:	Director of Enterprise, Community & Youth	
Responsible for:	Directly:	N/A	
	Indirectly:	N/A	
Based at:	<i>[Erdington]</i> (although this base may be moved by negotiation, according to the needs of the business)		

Organisation Context

YMCA Heart of England is an independent charity, and registered provider of social housing, affiliated to the national and international YMCA Movement. YMCA enables people to develop their full potential in mind, body and spirit. Inspired by and faithful to our Christian values, we create supporting, energising and creative communities where young people can truly belong contribute and thrive.

Since 1849 we've been serving the people of Birmingham, Coventry and Warwickshire in a variety of ways from numerous locations across the region. Today we:

- Provide over 350 units of supported accommodation to people who have been homeless, helping them to live independently.
- In addition, we provide general needs accommodation for when they no longer need the intensive support YMCA traditionally provides.
- Provide affordable childcare from our nursery, trying to give children the very best start in life.
- Provide out-of-school clubs, and holiday playschemes for older children.
- Provide youth services and safe spaces for young people to engage and interact.

We employ around 100 people who are supported by a team of volunteers, without whom we simply wouldn't be able to offer the range of services that we do.

Everything we do is focused on delivering our mission, which is:

To inspire young people to discover their potential so that they can live life in all its fullness.

Job Purpose

This role will support the running of reception and conference services at the Chris Bryant Centre (CBC).

You'll provide a professional, efficient front-of-house service – managing visitor enquiries, conference room bookings, and communal space upkeep. You'll also support health and

safety checks, basic maintenance reporting, and help with income generation from room hire.

The role combines reception duties, facilities support, and administration. You'll work closely with YMCA teams, external partners, and members of the public to provide a consistent and welcoming experience across the site.

Duties

1. Reception & Front of House

- Act as first point of contact for tenants, visitors, clients, trainees, and staff
- Manage sign-in procedures and maintain a tidy, welcoming reception area
- Answer phones, take messages, transfer calls, and monitor voicemail inbox
- Receive and log deliveries, notify recipients, and manage post
- Control and issue access cards, equipment, and booking-related items
- Follow emergency procedures (e.g. fire evacuation) and keep logs up to date

2. Conference & Community Space Support

- Set up and reset meeting rooms to match booking requirements
- Carry out regular cleaning of conference rooms, communal spaces, and shared facilities (before and after bookings)
- Monitor cleanliness and presentation throughout the day, addressing issues promptly
- Support walk-in enquiries and help with booking queries
- Liaise with finance, comms, and marketing to support smooth event delivery
- Help promote space usage and maintain a good relationship with regular users

3. Income, Marketing & Engagement

- Support income generation by helping promote room hire and community services
- Maintain clear communication with regular clients and assist in building new partnerships
- Use the booking system to reserve and complete bookings, process payments, issue receipts, and generate reports
- Take part in promotional tasks (e.g. flyers, posters, digital listings) under the guidance of the Business & Community Coordinator
- Monitor room usage and customer feedback to improve service

4. Health & Safety, Maintenance & Compliance

- Complete daily health and safety checks across communal and conferencing areas
- Log and report any hazards, maintenance issues, or equipment faults
- Track follow-up and completion of maintenance tasks using internal systems
- Order small replacement items (e.g. appliances, cleaning materials) as needed
- Ensure all spaces meet YMCA standards for cleanliness, safety, and accessibility
- Keep up-to-date records in line with data protection and safeguarding policies

5. Admin & Systems Management

- Record maintenance issues accurately in the housing system (Inform)
- Support the production of client letters, booking agreements, and reports
- Maintain tidy and up-to-date paper and digital filing systems

- Contribute to monthly reporting and flag any recurring issues or risks

6. Team Collaboration

- Work closely with the Head of Housing and Head of Community & Youth Services
- Attend team meetings and support day-to-day communication
- Assist other team members during peak times or when issues arise
- Provide support to volunteers and students where relevant

7. Values & Conduct

At all times to act in accordance with the ethos and values of the association and the general standards expected of all employees of YMCA Heart of England, including

- a) To respect and promote the association's Christian ethos and uphold its values, namely:
 - **Inspire:** We inspire people to be the best they can be through their experience and interaction with us.
 - **Believe:** Our faith means that we believe in people's potential and have confidence for a positive future.
 - **Excellence:** We seek excellence and deliver quality services by setting high standards and going the extra mile.
 - **Compassion:** We serve others with compassion and kindness in order to transform lives and communities.
 - **Integrity:** Our ethos supports us to challenge ourselves and others to do the right thing at all times.
- b) To promote a caring, helpful and unbiased attitude towards all employees, service users, trustees and members of the general public, and to maintain an impeccable standard of honesty and professionalism in all such dealings;
- c) To uphold at all times the principles of equality and diversity and to report any discriminatory or abusive behaviour to your line manager (or if necessary, Senior Management) so that appropriate action can be taken
- d) To adhere to YMCA Heart of England's Health & Safety, Equal Opportunities and all other policies and procedures, and to contribute as required to their review and development
- e) To carry out any other duties not detailed in this Job Description, but in line with the overall purpose of the role, as directed by your line manager
- f) To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and the general public.

Person Specification – [Reception & Conference Assistant]

Criteria	Essential	Desirable
Alignment with Ethos and Values		
Good understanding of, and genuine respect for, the ethos and values of YMCA Heart of England.	X	
A wholehearted commitment to working and conducting self in accordance with the ethos and values of YMCA Heart of England.	X	
Good understanding of, and commitment to, the principles of equality and diversity.	X	
Skills	X	
Ability to develop and implement conference packages to increase income generation and maintain custom.	X	
To create and maintain accurate monitoring systems that increase productivity and sales, ensuring that bookings and payments are taken correctly.	X	
Ability to effectively communicate, both verbally and in writing, with customers, guests, co-workers and partner organisations from diverse backgrounds.	X	
Ability to actively promote and up-sell services/ conference offers and other relevant packages	X	
Ability to prepare and coordinate conference bookings whilst adhering to safe manual handling.	X	
Ability to use own initiative with little day to day supervision	X	
Ability to work effectively as part of a team	X	
Ability to engage and build rapport with all clients and partner organisations.	X	
Knowledge		
IT/computer software, including social media platforms, and ability to learn new systems quickly.	X	
Demonstrate an excellent understanding of health & safety including risk assessments.	X	
Safeguarding policy and procedure and the ability to act when necessary	X	
Experience		

Working in or supporting a front of house reception team providing high levels of customer service for a variety of internal and external services.	X	
Delivering services in accordance with health & safety policy including writing and reviewing risk assessments		x
Marketing services to maximise office tenancy, conference bookings and supporting YMCA membership's sales and retention of members.		X
Completing regular KPI reports and maintaining accurate records for all administration and financial data.	X	
Working collaboratively with other managers/ staff working towards the same priorities and vision	X	
Being a professional representative providing high quality, front facing customer service	X	
Working in a fast-paced environment whilst maintaining quality of service and attention to detail	X	
Collating and reviewing customer feedback to improve quality standards		X
Qualifications		
Relevant experience in management or customer service i.e. Conference, Leisure, Hospitality, Event Management		X
THE POST HOLDER MUST AGREE TO AUTHORISE A FULL CRIMINAL RECORDS BUREAU CHECK.	X	