



FIGHT FOR PEACE

Job Description: Receptionist

POST:	Receptionist
REPORTS TO:	Youth Work Manager
HOURS:	32.5 hours per week (evenings only), including Friday close-down cover, 3.45pm to 9.15pm, with building lock-up responsibilities
SALARY:	£14.80 per hour (LLW)

Purpose of role:

Fight for Peace is a youth development charity working to realise the potential of young people aged 7 to 25 in communities affected by crime and social inequality. Based at our Academy in North Woolwich, East London, Fight for Peace uses boxing, martial arts, education, employability support and personal development to deliver a holistic, evidence-based methodology that tackles the root causes of youth violence.

The Fight for Peace Five Pillars methodology combines: combat sports, education, employability, support services and youth leadership.

We are seeking a friendly, professional and organised Receptionist to be the first point of contact for members, visitors and callers at the Fight for Peace Academy. Alongside welcoming members and managing the front desk, the postholder will conduct inductions, maintain the member database and handle personal information in line with UK GDPR, giving members and visitors confidence that their data is handled carefully and confidentially from the moment they walk through the door.

The role includes evening cover and a Friday shift with responsibility for closing down and securing the building at the end of the session. The postholder will bring the Fight For Peace values to life every day, creating a welcoming environment where every member and visitor feels safe, respected and well informed.

Key results areas	Measures of success
Front of house and member/visitor welcome • Be the first point of contact for members, visitors and callers, greeting and welcoming them in a warm and professional manner. • Provide information to members and visitors about the organisation, activities and events. • Maintain a tidy, presentable and welcoming reception area.	• Members and visitors report a positive, professional first impression. • Enquiries are handled promptly and courteously.

Member registration, inductions and database management • Conduct inductions for new members and visitors, ensuring they understand FFP's programmes, expectations and safeguarding arrangements. • Complete registration and sign-up forms accurately and manage the member and guest register. • Maintain and update the member database, recording activities and attendance. • Ensure all visitors sign in and comply with security procedures. • Support the MEL team to conduct surveys and questionnaires with members	• Inductions are completed for all new members before participation. • Registration and attendance data is accurate and entered promptly. • Member database is kept up to date on a weekly basis.
Data protection and confidentiality • Handle member, visitor and young people's personal information in line with UK GDPR, the Data Protection Act 2018 and FFP's data protection policy. • Maintain confidentiality of all information gathered at sign-up, induction and reception, including sensitive personal data. • Recognise special category data (for example relating to health, gender identity or ethnicity) disclosed at sign-up and escalate it to the appropriate lead rather than recording or sharing it routinely. • Store and handle records securely, with access limited to those who need it.	• Personal data is handled in line with GDPR and FFP policy at all times. • No unauthorised disclosure of member or visitor information. • Sensitive disclosures at sign-up are escalated appropriately and promptly.
Building security and close-down • Ensure the security of the premises throughout each shift. • Conduct end-of-day building checks to verify that all equipment is turned off and the facility is secure before leaving. • Join the Friday evening rota, including full close-down of the building and locking up at the end of the session.	• The building is secured and all equipment is confirmed off before leaving on every shift. • Friday close-down and lock-up is completed to the agreed checklist. • Any security concerns or building issues are reported promptly.
Communications and administrative support • Manage the Fight for Peace email account, providing information to the public, replying to enquiries and forwarding queries to the relevant staff members. • Handle incoming and outgoing mail, packages and deliveries. • Coordinate with internal departments to facilitate communications. • Support the administrative team with ad hoc tasks and projects as needed.	• Enquiries are responded to or forwarded within agreed timescales. • Mail and deliveries are processed correctly and promptly. • Administrative tasks are completed to deadline.

Safeguarding • Promote and safeguard the welfare of all young people and adults at risk at all times. • As a key first point of contact, recognise and respond appropriately to any disclosures or welfare concerns raised at reception or during induction, and communicate them immediately to the Designated Safeguarding Lead or Deputy DSLs. • Adhere to FFP's safeguarding policies and maintain professional boundaries at all times. • Maintain working knowledge of safeguarding risks and the confidentiality principles that apply to sensitive disclosures.	• All safeguarding concerns are raised and recorded promptly. • Safeguarding knowledge is kept up to date through training and supervision. • Professional boundaries are consistently maintained in all interactions. •
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Person Specification

KNOWLEDGE, SKILLS & EXPERIENCE

General responsibilities

- Understand, promote and uphold the aims, objectives and values of Fight for Peace in all aspects of the role.
- Attend regular one-to-one meetings with your line manager.
- Participate in Fight For Peace team training days, staff meetings and wider organisational events as required.
- Attend all training required to fulfil the role safely and effectively, including safeguarding and data protection training.
- Comply fully with all Fight For Peace policies and procedures at all times, including safeguarding, health and safety, data protection and equal opportunities.
- Undertake any other duties commensurate with the role as reasonably requested.

Skills

- Excellent verbal and written communication skills, with a warm and professional manner across a wide range of audiences, including young people, families, colleagues and visitors.
- Strong organisational skills and the ability to multitask in a busy front-of-house environment.
- Strong attention to detail, particularly when handling registration, induction and personal data.
- Proficiency in Google Workspace tools and applications such as Google Docs and Sheets and confidence using a member database or CRM system.
- Ability to handle sensitive and confidential information appropriately, including an understanding of UK GDPR as it applies to member and safeguarding data.
- Ability to remain calm, professional and welcoming under pressure, including during busy evening sessions.
- Ability to work flexibly, including evenings and the Friday close-down shift.

Knowledge/experience

Essentials:

- Strong young people orientation and a passion for working with young people and the community FFP serves.
- Working understanding of, or willingness to learn, UK GDPR and data protection principles as they apply to handling member, visitor and safeguarding information.
- Professional attitude and appearance, and the ability to represent FFP positively as the first point of contact.
- Right to work in the United Kingdom.

Desirable:

- Experience as a receptionist or working in the charity/non-profit sector.
- Experience conducting inductions or completing registration/enrolment processes.

- Knowledge of customer relationship management (CRM) systems or database software, ideally Upshot or similar.
- Basic understanding of safeguarding principles as they relate to children and young people.

Personal Attributes

- Genuine commitment to and passion for working with young people.
- Approachable, compassionate and non-judgmental in approach.
- Mature, reliable and trustworthy, particularly when handling confidential information.
- A strong team player who also works well independently and can be trusted to close and secure the building.
- Self-starter who takes initiative and follows through.
- Embodies the values of Fight for Peace: respect, integrity, dedication, excellence and community.

Qualifications

- No formal qualifications are essential for this role.
- GDPR/data protection and safeguarding training is desirable but not essential; training will be provided.

Safeguarding Commitment

Fight for Peace is committed to safeguarding and promoting the welfare of children and young people. All posts are subject to an enhanced Disclosure and Barring Service (DBS) check. We expect all staff and volunteers to share this commitment.

This post involves regular direct contact with children and young people and is therefore exempt from the Rehabilitation of Offenders Act 1974. Applicants are required to disclose information about any relevant convictions.

Fight for Peace's Commitment to Equality, Inclusiveness and Confidentiality

Fight for Peace is committed to safeguarding the welfare of the children, young people and adults at risk that the organisation works with. We are committed to equality and inclusive practice. Fight for Peace actively promotes equality of opportunity for all and welcomes applications from a wide range of prospective employees and participants, including those with relevant lived experience, a history of offending or with criminal records.

Fight for Peace will only ask an individual to provide details of sensitive information, including convictions and cautions, that it is legally entitled to know about. Most of our staff and volunteers will be in Positions of Trust and a Disclosure and Barring Service (DBS) check must be completed by anyone who meets the government's definition of 'Regulated Activity' or 'Regular Activity' within our activities and services. We do not want this to be a barrier to those who have the potential to add great value to the work we do.

All information disclosed for the purposes of employment will be used for the sole purpose of assessing whether an individual is suitable and appropriate to work with our members and/or if any specific arrangements around supervision and support might be required. All information gathered as part of our recruitment processes will be treated sensitively and equitably, with confidentiality strictly maintained.