

# JOB PROFILE

<b>Job Title:</b>	Receptionist and Fundraising Officer	<b>Reporting to:</b>	Director
<b>Salary:</b>	17.5 hours per week, Wed, Thurs and Friday £9,322 pro-rata		

**1 Main function of job:**

- a) To provide front-desk cover and excellent customer care
- b) To maximise income from fundraising

N.B. The following headings are to be taken as a general overview of the requirements of the job role.

**2 Location:**

Amelia Trust Farm, Five Mile Lane, Barry, Vale of Glamorgan CF62 3AS

**3 Supervisory responsibility/position in structure:**

To be directly responsible to and have immediate contact with the Director.

**4 Specific Areas of Responsibility:**

**To provide front-desk cover and excellent customer care**

- To welcome visitors to the Farm and provide relevant information
- To respond to queries relating to our young people and assist the GROW team when required
- To respond to queries or complaints from the general public and visitors by phone, email and/or in person by listening to their needs, responding with relevant information and tailoring a solution where appropriate to meet their needs
- To ensure that colleagues are aware of the key messages to be conveyed to the general public and how to respond to queries
- To assist with corporate volunteer and other groups/partners to meet and greet the group on arrival and collect feedback at the end of the day
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**To maximise income from fundraising**

- To assist with the planning, preparation and delivery of fundraising events and activities
- To take the lead on producing fundraising trails around the Farm
- To assist with increasing direct giving from individuals and companies/other organisations
- To encourage individuals and companies/other organisations to fundraise eg cake sales, sponsored walks/runs and other challenges
- To be pro-active in building networks of support for the Farm
- To organise events to engage supporters of the Farm and attract new supporters

**Other duties**

- To ensure compliance with the provisions of Health and Safety and other relevant legislation
- To undertake such other tasks as may be required by the Director

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**Date of Profile:** Sept 2022

**Reviewed by:** Karen Turnbull – Director

## PERSON SPECIFICATION

<b>Job Title:</b>	Receptionist and Fundraising Officer	<b>Reporting to:</b> Director
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	Criteria	Essential	Desirable
1	<b>What standard of general education does the work call for?</b>		
	<ul style="list-style-type: none"> <li>• Educated to GCSE Standard or equivalent</li> </ul>	✓	
2	<b>Experience/skills required</b>		
	<ul style="list-style-type: none"> <li>• Experience of working in a customer facing role and dealing with a wide range of people</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Experience of fundraising for a charitable cause</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Experience of running events and working with volunteers</li> </ul>		✓
	<ul style="list-style-type: none"> <li>• Experience of working with vulnerable people and an understanding of safeguarding</li> </ul>		✓
	<ul style="list-style-type: none"> <li>• Co-ordination and organisational skills</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Experience and knowledge of using Microsoft Office</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Team player with good interpersonal skills</li> </ul>	✓	
3	<b>Personal Attributes - Essential</b>		
	<ul style="list-style-type: none"> <li>• Ability to maintain confidentiality</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Confident and persuasive communicator</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Ability to work flexibly and independently</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Attention to detail</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Able to prioritise</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Able to act on one's initiative</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Ability to deal calmly and effectively with difficult situations</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Resourceful</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Focussed on achieving outcomes</li> </ul>	✓	
	<ul style="list-style-type: none"> <li>• Welsh speaking</li> </ul>		✓