

About Us

Centre 404 is a thriving local charity that supports people with learning disabilities and their families. As part of this work, we deliver many services and community based activities from our busy premises on Camden Road.

Our Central Service provides leadership, administrative and infrastructure support that underpins the effective delivery of these services. As a team we aim to provide services and facilities that are accessible, inclusive and welcoming and that are of the highest quality possible, we are looking for candidates who share our values and who are committed to achieving high standards and excellence in their work.

This is a fantastic opportunity for a friendly and confident professional to join our Central Service within our premises/IT support team in a forward facing role, acting as the first point of contact for general enquiries and offering a warm welcome to visitors to our busy centre.



About the Role

Reporting to the Premises Manager, the post holder will oversee the reception area, including the supervision of reception volunteers, assist with the setting up and servicing of meetings on our premises, and provide general high quality administrative support to the Central service.

The role will involve managing incoming and outgoing post, receiving deliveries, managing room bookings and acting as the first point of contact for premises fixes on site. It will also include carrying out regular health and safety checks as appropriate, updating relevant Office Procedure documents and compiling contacts lists to be circulated across the organisation.

The Receptionist will frequently be the first face or interaction that people have with Centre 404 and will be responsible for directing queries and messages to the relevant department.

Our Centre is open from around 9am – 9pm (office hours 9.30am – 5.30pm) on weekdays and is available to hire at weekends by local organisations, service users or members of the public. During the week, we run a busy schedule of daytime activities for people with high and complex needs, plus after school and evening clubs and activities for children and adults with a learning disability. We also facilitate training and information events for family carers and staff and hire out our meeting rooms and hall space to external organisations.

It is very important that our Centre is welcoming and well enjoyed by our service users and the local community, and this role plays an integral part in ensuring this.

About our Building Development Project – Phase 3

In 2012, Centre 404 completed a major refurbishment (Phase 2) of our charity premises and community centre to make it more accessible and to increase the number and variety of activities that we can deliver. This project was a huge success and as a result we are now in the process of developing the premises further in Phase 3 to include two new meeting room extensions and to renovate and improve the exterior and original Victorian features.

The two new extensions will provide us with state of the art training and meeting facilities and new toilets/storage. Subject to planning permissions, the design, extension and renovation of our Sensory Room will most likely form part of Phase 3 as well.

We will be relocating to temporary premises during the construction stages, with a current estimated date of June 2019 for a duration of 6-9 months. This means that the role of Receptionist, like our other roles, will need a flexible and positive post-holder who will rise to the challenge of a temporary relocation (local) and include some reasonable amendment of duties for the duration of the project, as most of the first year in post will not be spent at the permanent centre.

This is a very exciting project for Centre 404 and we hope that this final phase of our Building Development Project will create additional resources and facilities for family carer groups, staff training and development, and venue hire.

About You

We are looking for someone approachable and enthusiastic who enjoys helping others and taking initiative in resolving queries.

The right person will have experience of providing high quality administrative support and customer service, with excellent interpersonal skills and the ability to communicate with a diverse range of people. They will also be highly organised, proactive and able to support reception volunteers effectively towards their development. IT proficiency is also essential for this role, as well as a willingness to develop in this area.

This is not just a desk job, it is a great role for someone who is practical and enjoys seeing tasks through. The role will from time to time require some hands on support to deal with maintenance, routine health and safety checks and housekeeping so candidates will need to be willing to get involved and support the Premises Manager as required to ensure the centre is welcoming and fit for purpose.

The ideal candidate will have a great attention to detail and will be committed to help delivering our services within facilities that are as welcoming as safe for our families and carers as well as staff and visitors.