



**Job Title:** Receptionist

**Salary:** £12.21ph (depending on experience)

**Location:** Across BLGC sites (Primarily based at Infinity building)

**Reports to:** Director of People & Culture

**Contract:** Part time, permanent

**Hours:** **Three days a week** including alternate Saturdays.  
Potential for optional occasional further hours covering holiday and leave, or development of Sunday facility hire.

### **The Charity**

Bolton Lads and Girls Club (BLGC) is a community-based charity driven by a mission to ensure that every child and young person in Bolton has 'the best possible start in life, so that they have every chance to achieve their aspirations, succeed and be happy' (Bolton Vision 2030). BLGC provides innovative and accessible services, to enable children and young people to do what they want, where they want, in an inclusive and integrated environment.

We support children and young people and families, especially those from disadvantaged backgrounds, to live happier, healthier and safer lives. Each year we support around 4,000 individuals through our services across Bolton and the surrounding area, and through our outreach in schools and community settings.

Our offer includes: A Universal Youth Provision providing diverse youth club activities, sports, multi-media, social interaction and arts; a Targeted Youth Service providing critical support to some of our most vulnerable children and young people and families in the community; a Football facility that provides fundamental football skills and emphasises the importance of inclusivity and teamwork; an Education provision providing an alternative curriculum for children and young people who benefit from creative and practical approaches to learning in a supportive and nurturing environment.



In 2024 and 2025 BLGC has been a certified Great Place to work

**BLGC Enriching Young Lives**

Infinity 18 Spa Road Bolton BL1 4AG

01204 540100 | [info@blgc.co.uk](mailto:info@blgc.co.uk) | [blgc.co.uk](https://blgc.co.uk)

Registered Charity No: 1051292



## Our Vision and Mission

### Vision

Every young person in Bolton has the opportunity to be the best they can be.

### Mission

We will provide great places to go, positive things to do, and people that care.

### Our Key Principles

- Keep things simple.
- Always do the right thing.
- Offer excellent customer service.
- Provide an environment for people to be the best they can be.
- Be exceptional in the moments that matter.

## Our Values

### Driven

We don't give up and we do whatever it takes. difference.

### Caring

Genuine people who care make the

### Empowering

We enable people to be the best they can be.

### Excellence

We aim to deliver the highest standards of service and continuously improve through robust quality assurance and innovation.

### Fun

If you enjoy what you do, you do it better! Work is serious and we do it with a smile on our face.

## About the role

We are looking for a very personable, committed, and conscientious receptionist to always maintain a warm welcoming and positive image, to be presentable, including tidiness of the reception area. This role will be an integral part of the welcome to the charity, working with other team members to provide a professional front of house service and excellent front facing customer service to those that come to our centre. We are looking for individuals who have experience with delivering excellent customer service, administrative skills, data entry, and are passionate about customer experience. Be the positive first impression BLGC wants to make!

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## Main Responsibilities

- Maintain a warm welcoming and positive image, to be presentable, including tidiness of the reception area.
- Provide excellent customer service experience and welcome to children and young people, parents, visitors and staff teams.
- Ensure visitors are made to feel welcome and are signposted appropriately and timely.
- Take ownership of the reception area and control of knowing who is in the building.
- Ensure volunteers you come into contact with are made to feel an integral part of the BLGC 'family'.
- Ensure that all data entry; attendances, participations are completed timely, accurate and to highlight any inconsistencies or errors through the appropriate channels.
- Ensure members details are verified, up to date and any incomplete information is rectified to ensure safeguarding our members and to comply with GDPR guidelines.
- Manage facility hire and room hire requests and bookings.
- Respond to parent queries and requests and pass on where appropriate.
- Answer the telephone in a professional, welcoming and helpful manner, take messages and ensure they are forwarded appropriately and professionally.
- Report any behaviour, conversations or comments which are inappropriate within a setting for children and young people.
- Understand and adhere to BLGC policies and procedures at all times.
- Promote and safeguard the welfare of children and young people.
- Actively contribute in supervision and CPD.
- Assist with ad hoc administrative duties and other reasonable requests from your line manager or the duty manager/session lead.

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### Person Specification:

Applicants should be able to demonstrate that they can meeting the following:

| <b>Selection Criteria</b><br><b>A=Application / I=Interview</b>                                    | <b>Essential or Desirable</b> | <b>Method of Assessment</b><br><b>A/I</b> |
|--|-------------------------------|---|
| <b>Qualifications / Education</b>  |                               |   |
| GCSE in English and Mathematics  | E                             | A   |
| Qualifications in Customer Service / Business Admin – Level 2 or 3 – Or experience to demonstrate. | D                             | A   |
| <b>Skills</b>  |                               |   |
| Excellent verbal and written communication skills  | E                             | I   |
| Good Customer service and organisational skills  | E                             | A/I                                       |
| Aware of diversity issues and able to work in a positive non discriminatory way                    | E                             | A/I                                       |
| Proficient in Microsoft Office – Outlook, Word, Excel, Access, Powerpoint, Publisher               | E                             | A/I                                       |
| Attention to detail  | E                             | A/I                                       |
| <b>Experience</b>  |                               |   |
| Previous admin, reception or customer service experience   | E                             | A/I                                       |
| Experience of using databases (Salesforce, VIEWS, Charity Log)                                     | E                             | A/I                                       |
| Experience of interacting with children and young people   | D                             | A/I                                       |
| Experience of working in a busy environment  | E                             | A/I                                       |
| Experience of working alone  | E                             | I   |
| Experience in card payments and cash handling  | D                             | A   |
| <b>Competencies</b>  |                               |   |
| Able to work in a fast-paced environment   | E                             | I   |
| Able to work on own initiative or as part of a team and resourceful                                | E                             | A/I                                       |
| <b>Knowledge</b>   |                               |   |
| Knowledge of Safeguarding  | E                             | A/I                                       |
| Knowledge of GDPR  | E                             | A/I                                       |
| <b>Personal Qualities</b>  |                               |   |
| Patient, tolerant and diplomatic   | E                             | I   |
| Enjoys working with young people   | E                             | I   |
| Courteous, polite and calm   | E                             | I   |
| Hands on, can do attitude with a service orientation   | E                             | I   |

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In addition, we will need the following:

- Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before a job offer is confirmed).
- Any reasonable adjustments we can make to assist you in your application for the selection process.
- In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS.

### Why join Team BLGC?

BLGC is a great place to work, we work hard, but we have fun! We change and save the lives of thousands upon thousands of children, young people and families. In addition, we also offer the following:

- Flexible working opportunities
- Generous leave benefits
- Contributory pension scheme
- On site gym
- Birthday leave
- Enhanced Compassionate Leave
- Enhanced Maternity Pay

In 2024 Great Place To Work® recognised Bolton Lads and Girls Club on the following Best Workplaces Lists.



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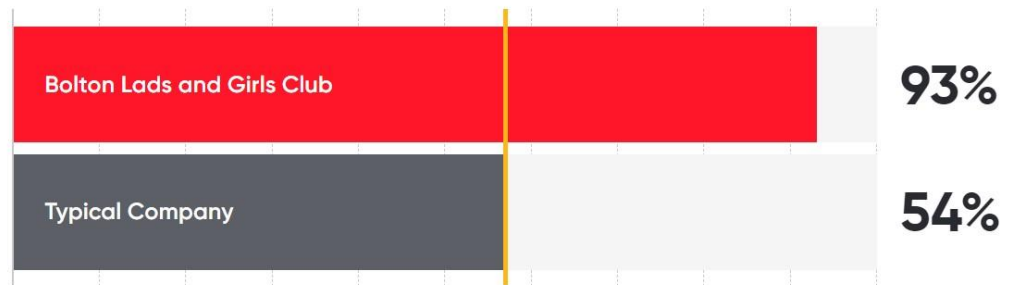
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## Company Culture at Bolton Lads and Girls Club

The employee experience below at Bolton Lads and Girls Club, compared to a typical company.

**93%** of employees at **Bolton Lads and Girls Club** say it is a great place to work\*, compared to **54%** of employees at a typical **UK based company**.



\*Responses to the statement "Taking everything into account, I would say this is a great place to work." vs. a typical UK company.

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