

<b>Job Title</b>	<b>Receptionist and Business Support Officer</b>
<b>Reports to</b>	Executive Assistant
<b>Team</b>	Human Resources Team
<b>Directorate</b>	People
<b>Location</b>	Causton Street, Pimlico
<b>Contract type</b>	Permanent, part-time (30 hours/week across four days, with Friday as a mandatory working day)
<b>Job Grade</b>	I
<b>Requirement</b>	No DBS required

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**Job Purpose** The Receptionist and Business Support Officer provides a professional and welcoming first point of contact for visitors and staff, ensuring smooth reception operations and effective communication. The role supports day-to-day office services and administrative functions, including mail handling, facilities coordination, and basic finance tasks such as accounts payable processing. It also contributes to maintaining a safe, organised, and well-functioning workplace environment through strong coordination and attention to detail.

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**About the London Diocese Fund (LDF) and the Diocese of London** The Diocese of London is the group of Church of England organisations located in London, north of the River Thames. It is overseen by the Bishop of London and is made up of parishes, schools, chaplaincies, missional communities, and other organisations across 18 Boroughs.

The London Diocesan Fund (LDF) is the main charity that supports the work of the Diocese as a whole by generating income, providing a wide range of services and paying and housing its clergy.

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**Our Mission, Values, Ambitions and Priorities**

**Mission:** *For every Londoner to encounter the love of God in Christ.*

**Values:** *Confident; Compassionate; Creative; Connected*

**Ambitions:** *Confident Disciples, Compassionate Communities, Creative Growth.*

**Priorities:** *Growing Younger, Safer Churches, Striving for Racial Justice - to reach every Londoner, we need to reflect the diversity of our city and be a welcoming, safe place.*

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**Equality, Diversity, and Inclusion Statement**

The Diocese of London is committed to creating and sustaining a diverse and inclusive workforce which represents our context and wider community. We are aware that those of Global Majority Heritage/United Kingdom Minority Ethnic (GMH/UKME), women, and disabled people are currently under-represented among our clergy and workforce, and we particularly encourage applications from those in these groups with the relevant skills and experience that will increase this representation.

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**Safeguarding Statement**

The Diocese of London is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

**Job Scope**

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Direct and indirect reports	N/A
Budget responsibilities	N/A
Revenue responsibilities	N/A
Key Relationships	<ul style="list-style-type: none"><li>• LDF staff, visitors, contractors</li><li>• Property Finance Business Partner</li><li>• HR Team (People Directorate)</li><li>• Front of House Officer</li></ul>

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**Job Responsibilities****Reception**

- Acts as the first point of contact for staff, visitors, contractors, and members of the public, ensuring a welcoming and professional reception
- Manages access and egress to the building, maintaining awareness of security procedures and site safety
- Monitors reception equipment and ensures related resources are maintained and available

**Administrative Support**

- Coordinates mail, transport arrangements and maintains relevant logs, as required
- Maintains and updates key reference materials such as the Reception Guide and FAQs

**Health and Safety**

- Assists HR with arrangements for colleagues requiring additional support, including evacuation planning and lone working procedures
- Distributes lone working devices and updates associated records and systems
- Supports coordination of first aiders and fire marshal cover, maintains associated records and ensures training is valid
- Ensures external users are briefed on fire safety and evacuation procedures

**Office Services Support**

- Ensures shared supplies are stocked and ready each morning
- Prepares and resets meeting rooms and shared spaces for daily use and bookings
- Supports room booking approvals and ensures suitability of spaces
- Acts as first point of contact for building maintenance, reports and tracks building maintenance issues as required
- Coordinates car park bookings and related access arrangements

### Finance Support

- Processes supplier invoices in line with procedures
- Reconciles supplier statements and follows up on discrepancies
- Assists in resolving invoice and payment queries from suppliers and internal teams
- Supports accounts payable administration including data entry, filing, and Excel-based reporting

### General Support

- Provides administrative support to the HR team as required
- Precision updating of CMS records and data.
- Undertakes additional duties appropriate to the level of the role to support smooth office operations

Qualifications, experience, knowledge, skills, and other requirements

Person Specification		
Criteria	Essential	Desirable
<b><i>Education and experience</i></b>		
Educated to GCSC or equivalent standard		<b>x</b>
Experience as a receptionist		<b>x</b>
Experience as an administrator	<b>x</b>	
Customer service experience, in person, on telephone and in writing	<b>x</b>	
<b><i>Knowledge and skills</i></b>		
Fluency in spoken English and ability to write clearly in English.	<b>x</b>	
Proficiency working with numbers and reports	<b>x</b>	
Strong numerical accuracy and attention to detail in data management and record handling	<b>x</b>	
IT proficiency (MS 365), including MS Excel	<b>x</b>	
<b><i>Other requirements</i></b>		
Empathetic to the mission and values of the Church of England	<b>x</b>	
Right to work in the UK	<b>x</b>	

### Person Specification – Competencies and Behaviours

<b>Focus on Self</b>	Performs all duties in a safe manner and sets appropriate personal boundaries
	Acts consistent with LDF vision, mission and values; respects LDF's Christian/Anglican identity and activities
	Recognises, respects and responds to differences in culture, style and viewpoint
	Listens to input from others to better understand diverse perspectives and needs
<b>Focus on Others</b>	Monitors own and others' non-verbal cues and adapts where necessary and clearly explains and presents ideas and arguments and speak in 'Plain English', avoiding or explaining jargon that is used
	Writes in a way that is logical and easy to follow and demonstrates attention to detail
	Connects positively with colleagues and partners within and outside LDF

	Proactively contributes to a positive team spirit; engages with others to share information and solve issues and problems jointly
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<b>Person Specification – Competencies and Behaviours</b>	
<b>Focus on Team</b>	Identifies and follows safe work practices and takes action to address hazards, near misses and incidents
	Understands and adheres to safeguarding and safer churches policy and procedure
<b>Focus on Service</b>	Develops a positive relationship with people based on empathy, respect, generosity, and fairness; keeps people informed of progress and seeks feedback in service provision
	Plans and coordinates allocated activities; prioritises own work activities on a regular basis to achieve set service delivery goals
	Completes tasks within requirements; takes responsibility and is accountable for own actions in line with LDF policies and procedures
	Captures and shares relevant information; understands and utilises information, communication and document control policies and systems, and security protocols

*Note: The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.*

**Please sign below to acknowledge your understanding and acceptance of the job description.**

**Signatures**

Employee Name	Signature	Date
Manager Name	Signature	Date