

September 2026

JOB DESCRIPTION

TITLE:	Family Hub Receptionist
ACCOUNTABLE TO:	Family Services Manager
TEAM:	Family Services

About Save the Family

Save the Family is a charity based in Cheshire. We provide a safe community environment combined with tailored mentoring to homeless and at risk families. The support offered includes access to training, employment support and issue led support empowering families to move forward with confidence.

Safeguarding

Save the Family requires all of its employees to abide by its policies on safeguarding and promoting the welfare of vulnerable children and adults. A Basic Disclosure and Barring Services (DBS) check is required with this post. As well as this position being subject to a satisfactory enhanced disclosure, this job offer will also be subject to a minimum of two satisfactory references.

Values and Attitude

The success of Save the Family has spanned over 50 years. We value our people and take great pride in our core values that are embedded through everything we do to **CREATE** a positive future.



All Save the Family employees are expected to demonstrate the Charity's values by working positively as part of a team delivering vital high-quality services to clients to create a culture where all are valued and encouraged. In return, Save the Family will offer you support, training and development and the best resources that we are able to provide to help you give your best in your work with us.

The Role

You will be supporting our Family Services Manager with the administration of a smooth, effective service delivery. You will play a key role in keeping Family Folders up to date, managing sensitive documents securely, and ensuring all administrative processes run smoothly. As the first point of contact for residents and visitors during office hours, you'll be

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the friendly, professional face of our service. Your work will be central to creating a safe, organised, and supportive environment for our families.

Key Responsibilities

1. Administrative and Operational Support

- Provide essential day-to-day support within our family hub, ensuring the smooth and efficient running of the service.
- Compile staff rotas, ensuring effective coverage and well-organised schedules.

2. Record Management and Compliance

- Maintain up-to-date and well-organised Family Folders, ensuring all information is filed appropriately and securely.
- File and store documents and sensitive material in line with data protection standards.
- Oversee archive maintenance, ensuring that records are properly stored, accessible, and compliant with organisational requirements.

3. Resident and Visitor Support

- Act as the first point of contact for residents and visitors during office hours, offering a warm, professional, and helpful response to all enquiries.
- Process resident utility payments and other related transactions accurately and efficiently.
- Respond promptly to any safeguarding concerns in line with the organisation's safeguarding procedures.
- Organise bookings for meeting rooms, liaise with the facilities team, ensuring that rooms are prepared with the relevant facilities, equipment and refreshments as necessary.
- Manage incoming / outgoing post.
- Monitor and redirect emails.
- Order ad hoc stationery items of behalf of the organisation.

General Requirements

- Carry out your role in an effective and appropriate manner which meets the requirements of Save the Family in accordance with the culture, values, aims and objectives of the charity as detailed in our policy framework and the Code of Conduct for Employees.
- Seek to continuously improve in order that the Charity delivers the best possible service to residents.

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- Positively contribute to the Save the Family team working environment and participate in regular internal/external meetings as well as in any training required.
- Act as a positive ambassador for the Charity at all times.
- Attend Save the Family Events in support of raising the profile and much needed funds.
- Undertake any other duties that may be required from time to time.
- Appreciate that there may be a requirement to lone work, due to the nature of the service.

This appointment is subject to the receipt of a satisfactory Basic Disclosure and Barring Service check and references.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, the Charity may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name (Please print): _____

Signed: _____

Date: _____

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PERSON SPECIFICATION

Post: Family Hub Receptionist		
CRITERIA	ESSENTIAL / DESIRABLE	METHOD of IDENTIFICATION
Qualifications: A good standard of education (i.e. GCSE A-C/9-4 in English and Maths or equivalent) Secretarial, administration and/or customer service qualification Willingness to complete relevant training in line with professional development	Essential Desirable Essential	Application Form Application Form Application Form
Proven Experience: Relevant experience within a setting which supports vulnerable adults and/or children with complex needs PA or Secretarial Work	Desirable Desirable	Application Form/Interview Application Form/Interview
Knowledge, skills, and abilities: Ability to build positive relationships with adults and children with backgrounds including: - Domestic Violence & Abuse - Substance Misuse - Neglect - Mental health - Debt - Care Experienced/ Care Leaver Competent in the use of Microsoft Office Programs Effective communication skills at all levels	Essential Essential Essential	Application Form/Interview Application Form/Interview Interview

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Good organisational skills	Essential	Interview
Compassionate, empathetic person	Essential	Interview
The ability to identify, use, understand and manage emotions using a strengths-based approach to communicate effectively.	Essential	Interview
Be respectful of everyone's right to self-determination and independence, challenging only when deemed appropriate.	Essential	Interview
The ability to foster positive relationships based on trust and mutual respect.	Essential	Interview
Other Attributes:		
Ability to work either individually or as part of a team.	Essential	Application Form/Interview
Resilient, tactful, and diplomatic	Essential	Interview
Flexible, can-do approach to problem solving.	Essential	Interview
Full driving licence	Desirable	Application Form/Interview
Willing to drive company vehicles	Desirable	Application Form/Interview