



**Job Title: Help Desk Team Member**  
**Location: London SE1**  
**Job Type: Permanent**  
**Hours: Shift Work**  
**Wage: £19,890**  
**Closing Date: Tuesday 16<sup>th</sup> January 2018**

**Job Summary:**

The role is responsible for providing a welcoming, efficient, knowledgeable, friendly and reliable service in person, by phone and in writing to staff, users of the centre.

**Duties and Responsibilities:**

- Staffing the help desk/receptionist area at all times and maintaining a welcoming, tidy and clean reception.
- Greeting visitors in a friendly and efficient way.
- Answering and directing telephone calls, taking messages and dealing with general queries.
- Provide servicing support to community programmes activities and other commercial events in accordance with the daily schedule.
- To handle monies in-keeping with the organisations financial procedures.
- Keep up to date and maintain a good knowledge of safety, fire safety and evacuation procedures.
- To support other teams and colleagues with their administrative tasks.

**Knowledge and Experience:**

- Educated to A Level
- Proven experience of successfully working in a similar role.
- Proven experience of working in a public facing environment.

**Skills and Personal Qualities:**

- Excellent communicator
- Good computer skills in Word, Excel and Outlook
- Flexible and 'can do' attitude
- Able to commit to working evenings and weekends as required.

If you are interested in this position please ask a member of staff at Waterloo Job Shop for application details.

Or call Waterloo Job Shop on: 0207 202 6930

