

THE
HARBOUR
PROJECT

RECEPTIONIST JOB DESCRIPTION

SALARY: £10.1k

HOURS: 16

CONTRACT TERM: Fixed Term - 9 months

WORKS TO: Advice Coordinator

LOCATION: Broadgreen Community Centre,
Salisbury Street, Swindon, SN1 2AN

APPLICATION DEADLINE: 13/06/25

ABOUT US

The Harbour Project has been supporting people seeking asylum and those with refugee status for 25 years. We are the only organisation in Swindon offering frontline service delivery specifically for this community. Our mission is to be a family for each individual, rebuilding lives through advice, hope and humanity.

The Harbour Project is committed to fair and equal opportunities and welcome applications from a wide range of people, including those with lived experience of the UK asylum system.

PURPOSE OF ROLE

The Receptionist is the first point of contact as people come into the Charity. The role-holders' primary purpose is to ensure that all visitors are offered a friendly welcome to the Centre, are signposted to the right activity, and that all attendance is recorded. At The Harbour Project, we use a system called 'AirTable' to record all interactions and this will be the main system accessed and utilised by the Receptionist.

ROLE RESPONSIBILITIES

- To welcome people into the Charity and signpost them to the correct person, area or activity.
- To respond to queries and questions when people come into the Charity.
- To ascertain whether someone has an appointment, or to understand someone's needs and book an appointment for them.
- To record all attendances and engagements on AirTable.
- Work with the Advice Coordinator to maintain our online record keeping.

ESSENTIAL CRITERIA

- Committed to the values and charitable objects of The Harbour Project.
- Reliable with the ability to work both independently and as part of a team.
- A good understanding and application of the principles of Safeguarding, particularly in relation to people at The Harbour Project.
- Evidence of entitlement to work in the UK.

WHO TO CONTACT

Please submit your CV and a Cover Letter outlining your suitability for the role to:

nan.bains@harbourproject.org.uk