



THE CHURCH
OF ENGLAND

NATIONAL CHURCH INSTITUTIONS

ROLE PROFILE FOR RECEPTIONIST

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

Founded in 1610, Lambeth Palace Library is the historic library and record office of the Archbishop of Canterbury and the principal repository for the archives of the National Church Institutions in London. It is freely open for public use, serving as a research centre specialising in ecclesiastical history, and with far wider-ranging archive, manuscript and printed collections, dating from the 9th century to the present day and encompassing everything from medieval manuscripts and early printed books through to modern archives and digital records.

The Library's vision is to collect, preserve and make accessible the memory of the Church of England, so that its history can be explored and enjoyed by all. Further details may be found on the Library's website: www.lambethpalacelibrary.info.

What you'll be doing

The purpose of this role is to support the vision and mission of the Library by providing a welcoming, knowledgeable and warm welcome to colleagues and visitors to the Library. As a vital member of the Operations Team the post-holder will assist with other operational activities, including telephone reception for the National Church Institutions and Lambeth Palace.

MAIN DUTIES AND RESPONSIBILITIES

Reception

- Maintain a professional and welcoming presence at the front desk.
- Greet visitors, provide relevant information, and direct them to the appropriate person or resource.
- Manage incoming calls, emails, and other correspondence in a professional and timely manner.
- Handle transactions using cash and card payments for merchandise and donations.
- Receive, sort, distribute and send mail and deliveries.
- Assist with office inventory and order supplies as needed.
- Perform general clerical duties, such as photocopying and data entry.

Outreach

- Book readers into the Library Reading Room and register new readers.
- Support meetings and events in the Library through room-bookings, room and AV set-up and liaison with catering services.
- Assist with tours of the Library.
- Assist with social media account management.
- Carry out other reasonable duties as required.

The normal working pattern for this role is 35 hours per week, with an hour's unpaid break for lunch, to include occasional evening and Saturday working. On a rota basis the postholder may be required to work up to 12 evenings and 12 Saturdays per year to accommodate Reading Room opening hours, currently until 7.30pm on Thursdays and one Saturday a month.

All staff working at Lambeth Palace share responsibility to promote and maintain a strong safeguarding culture with regard to children and vulnerable adults, including identifying the key actions they should take given their role and responsibilities.

Your job description is intended to reflect your main tasks and areas of work, but is not exhaustive. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from

UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience:

- Previous experience working with the public in a receptionist role.

Skills & Abilities:

- Excellent organisational skills.
- Excellent people skills, enabling good working relationships with visitors and Library teams.
- Excellent written and verbal communication skills.
- Demonstrable IT knowledge, including in Microsoft Office.
- Ability to work both collaboratively and on own initiative.
- Ability to work well under pressure, prioritising to meet deadlines.
- Ability to be resourceful and proactive when issues arise.
- Demonstrable multitasking and time-management skills.

Personal Attributes:

- Customer-focused, passionate about excellent visitor experience.
- Flexible, positive, and creative.
- Results-focused, self-motivated.
- Ability to communicate professionally and with enthusiasm.

Qualifications & Training:

- Proficiency in English and Maths.

Desirable

- Experience using AV equipment.
- Experience supporting or coordinating events and meetings.
- Food Hygiene and Safety for catering qualification.
- Experience of working in an arts, heritage or cultural organisation.
- Enthusiasm for heritage collections, especially libraries and archives.
- Interest in history.

Vacancy Summary

JOB TITLE:	Receptionist
NCI ENTITY:	Church Commissioners
DEPARTMENT:	Lambeth Palace Library
GRADE:	Band 7 Standard Point
SALARY:	£30,430
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Lambeth Palace Library, 15 Lambeth Palace Road, London, SE1 7JT
HYBRID WORK ARRANGEMENTS:	Required to work in the primary office location
SUITABLE FOR FULL HOMEWORKING:	<input type="checkbox"/>
HOMEWORKING REQUIRED:	<input type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input type="checkbox"/> Select level of DBS Check required
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	8017704
COST CODE:	15066
PARENT POSITION:	Operations Manager