



Health for All (Leeds) Ltd

Candidate Information

Application Pack

Tenants Hall - Receptionist

Welcome

Dear Applicant,

Thank you for your interest in Health for All and the post of **Receptionist (Ref: 292)**.

Health for All is a charity created to meet the needs of people in Leeds and continues to respond to the changing needs of individuals and communities in Leeds and beyond. We provide a wide range of health-related activities for people unable to access mainstream services. Our services improve the quality of life for all generations.

Our mission is to enable the poorest and most vulnerable communities to overcome the challenges of health and social inequality. Our grassroots approach invests in safe, welcoming community spaces, tailored services built around communities in need, instilling confidence and equipping people with the skills to live happy, healthy lives.

Health for All's vision is health and wellbeing for all, a society free from inequality, poverty and isolation. We have supported individuals and families for over 33 years, with the clear aim of actively redressing health inequalities, tackling its root causes.

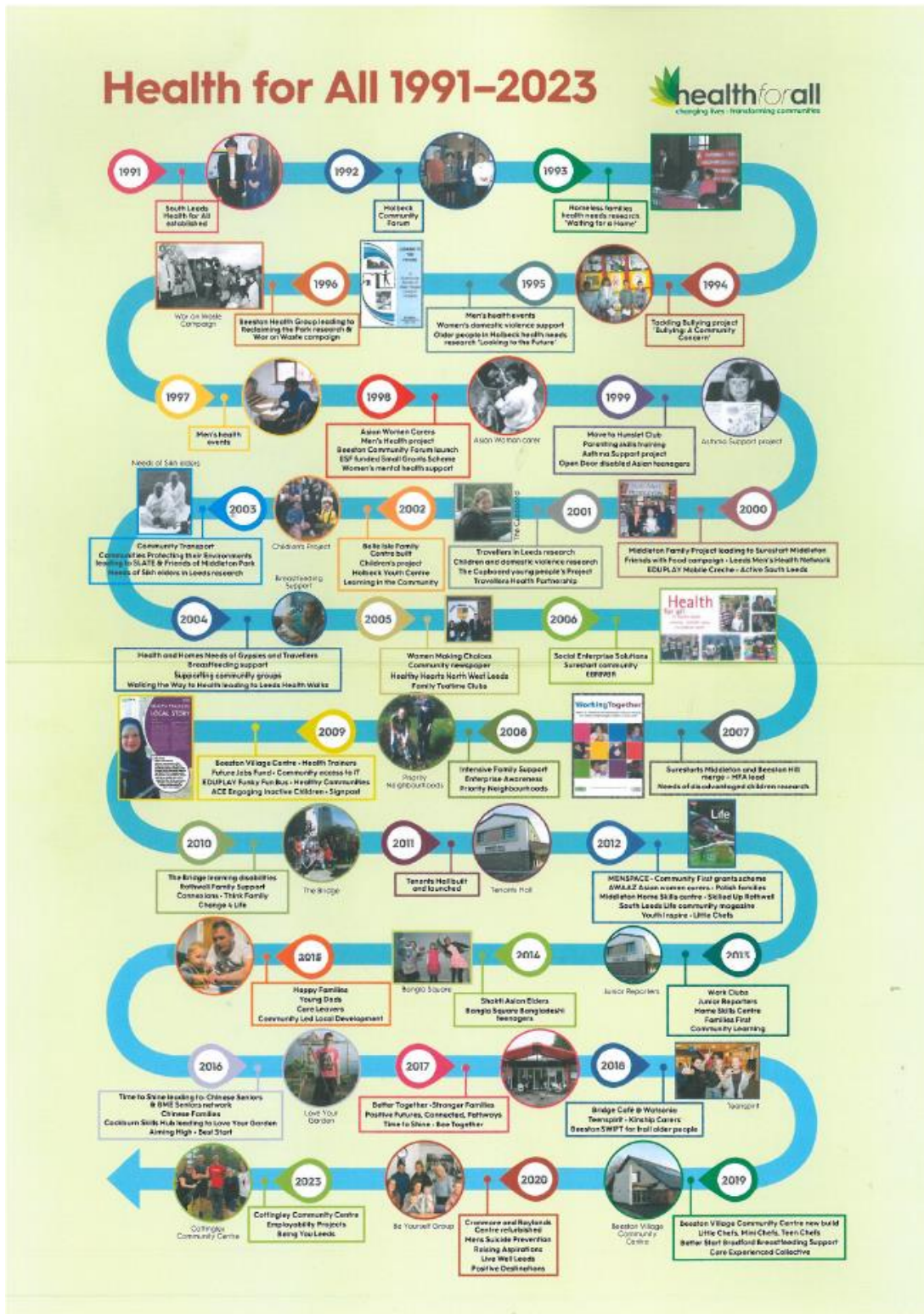
Health for all works with people of all ages, from birth to later years. We support individuals, families and children to overcome challenges, develop their skills and grow in both confidence and health through a range of projects including : giving a child the best start in life; delivering energetic enjoyable activities for children; channeling young people's idealism and energy into positive action; improving mental health through building quality relationships; providing access to volunteering; caring and connecting in times of crisis and enabling older people to retain independence and thrive.

To find out more about the work of Health for All please visit our website: www.healthforall.org.uk

We hope this pack gives you an insight into Health for All and the role of Receptionist. Good luck in your application and we look forward to receiving it.

Kind Regards

Victoria Standish
Human Resources Manager



Health for All – About us

In 1991 south Leeds Health for All was set up with current CEO Pat McGeever appointed as a worker to engage and learn from the many diverse communities in the local area about the issues affecting their lives and, as a result, their health. This fact-finding mission led to the identification of issues and subsequent research into homelessness, a lack of support for low-income, pre-school families, isolation of older people and bullying of young people.

In 1996, Health for All became a charity and grew from our starting base in a small attic office in Beeston into our current headquarters in Tenants Hall and five additional local Community and Family centres.

Year after year, our ability to deliver more support to diverse groups has grown and now, we're proud to have facilitated the launch and success of over 70 thriving local self-help and community groups stretching across south Leeds, into areas of west, east and north Leeds, and Bradford.

It is through the support of funders we are able to continue providing vital projects and services. We are funded by grants, contracts and donations and it's only through the continued support of both existing and new funders that we can keep delivering our services. Our heartfelt thanks to our past and present funders.

Health for All improves the health and wellbeing of children, young people, adults and older people through a range of accessible, innovative services.

We have supported families for over 20 years, in the belief that children deserve the best start in life. Many parents face multiple challenges, including poverty, poor health or housing, domestic violence, disability. We use a 'whole family approach', delivering tailored support to children, young people and parents/carers. We support families and children to overcome challenges, develop their skills and grow in both confidence and health through a range of projects.

We are privileged to have worked with people with learning disabilities for over 20 years, since running a weekly confidence building and activity group in south Leeds. Our ethos is that each individual is unique and has immense potential, our role being to help them discover and develop their innate skills and talents.

To find out more about Health for All and the work we do please visit our website: **www.healthforall.org.uk**

Health for All – Applicant Letter

September 2024

Dear Applicant

Re: Receptionist (Ref: 292)

Thank you for showing an interest in the post of receptionist, below is some further information to help you should you decide to apply.

We are a small friendly, hardworking team looking for a reliable, motivated individual to join our Tenants Hall Team as a Receptionist. This post will be based at our Head Office in Middleton, LS10, this is a full-time permanent role (with the possibility of this being a job share role for the right candidates).

The receptionist will work under the guidance of the Centre Coordinator and will involve outward facing work to provide excellent customer service to our centre users, staff and tenants. This is a varied role and as well as reception work you will also be required to deal with any deliveries to the centre, handle all telephone calls and emails along with taking bookings for room hire and setting up and clearing away rooms for events and meetings.

This application pack includes the following:

- Job Advert
- Job Description
- Person Specification
- Right To work information
- Recruitment of ex-offenders

Please note we do not accept CV's or additional information other than the application form.

The closing date for applications is **Friday 4th October at 12 noon** and interviews will be held **Wednesday 16th October 2024**

All applications must be returned to recruitment@healthforall.org.uk or to Tenants Hall Enterprise Centre, Acre Close, Middleton, Leeds, LS10 4HX before the closing date and time.

We are fully committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff and volunteers to share the same commitment. The above post will be subject to DBS check and satisfactory references.

Good luck in your application and we look forward to receiving it.

Victoria Standish
Human Resources Manager

Tenants Hall Receptionist (Ref:292)

Are you a reliable, friendly, hardworking and approachable individual?

Can you build good relationships with staff, visitors and general public?

Can you demonstrate a good working knowledge of IT?

If so, we would love you to come and join our team at our Head Office in South Leeds

This is a varied role and as a Receptionist at Health for All, you will provide a warm welcome and make that all-important first impression. The Receptionist will work under the guidance of the Centre Coordinator and will involve welcoming all centre users, along with completing general reception work including handling all telephone calls and emails in a professional manner.

This post will also require the individual to ensure room bookings for room hire are dealt with smoothly and efficiently as well as setting up refreshments for meetings and events and clearing away once they have finished ready for the next booking.

The role will involve working closely with the Centre Coordinator and Caretakers ensuring the centre is ran smoothly.

We are looking for someone who is:

- reliable, has excellent interpersonal and communication skills;
- has previous experience in reception or administration work;
- has the ability to remain calm when the centre is busy;
- be a team player with excellent organisational skills

Hours: 35 hours per week – Monday to Friday - 8:30am – 5pm

We would consider applicants who are also looking for job share.
Flexibility on start and end times depending on the needs of the centre

Salary: £20,820.80 Actual per annum

Closing Date for applications: Friday 4th October 2024 at 12 noon

Interviews: Wednesday 16th October 2024

We are committed to safeguarding children, young people and vulnerable adults and the successful applicant will be subject to a DBS check.

To apply for this vacancy please visit our website www.healthforall.org.uk and download the application pack, if you would like to know more about this role please contact the HR department to discuss 01132706903.

Health for All – Job Description

JOB TITLE	RECEPTIONIST
SALARY	£20,820.80 Actual Annual Salary Pro Rata for Job share
HOURS	35 hours per week Monday and Friday 8:30am – 5pm Flexibility on start and end times depending on the needs of the centre
CONTRACT TYPE	Permanent
OFFICE BASE	Tenants Hall Enterprise Centre
RESPONSIBLE TO	Board of Trustees, Health for All (Leeds)
REPORTS TO	Tenants Hall Centre Coordinator

MAIN PURPOSE OF POST

- To be first point of contact for all staff, visitors and Tenants at Tenants Hall Enterprise Centre providing a warm welcoming atmosphere and delivering a high level of reception and administration duties.
- To work with the caretakers and Centre Coordinator to ensure smooth running of the centre.
- To assist in all aspects of the operation of the centre ensuring meeting rooms are set up and cleared away efficiently.
- To work with other staff members to assist with ad hoc duties required for the centre.
- To ensure administrative duties for room bookings are carried out smoothly and efficiently, ensuring customers are kept up to date with any bookings.
- To assist the core team to ensure all tasks are carried out for the benefit of the centre.
- To operate in line with Health for All values showing commitment and a positive attitude to the post and Health for All objectives.

DUTIES

- To answer all calls in a timely and professional manner, taking messages when needed and ensure these are passed onto the appropriate person as soon as possible.
- To assist with all face to face enquiries in a friendly and welcoming manner.

- To monitor and order resources, stationery and equipment as required, ensuring adequate stocks are maintained.
- To ensure the reception area and meeting rooms are kept tidy and welcoming at all times. Ensuring noticeboards are kept up to date along with all publications including leaflets.
- To ensure room bookings are actioned swiftly and update the booking system with new bookings advising the appropriate teams within Health for All including finance for invoicing, ensuring all procedures are fully followed.
- To print off the weekly rotas for the caretakers to ensure rooms are set up correctly.
- To support centre staff with photocopying and printing.
- To support the wider finance team by assisting with checking mileage and expenses claims as required, ensuring insurance checks are carried out and paperwork completed.
- To support the centre coordinator, and other Tenants Hall staff in administrative duties to support the running of the centre.
- To produce, take photographs and issue staff ID Badges when required.
- To assist with ad hoc transport queries and take messages for the transport team when required.
- To maintain records for time keeping and sign-in register, ensuring time sheets are logged.
- To coordinate post duties including incoming and outgoing mail, obtaining stamps, and keeping appropriate records.
- To be aware of security within the building, ensuring necessary Health & Safety protocols are followed at all times.
- To open and close the centre (when required) ensuring all alarms are set as necessary.
- To ensure achieve paper work and shredding is completed in a timely manner.
- To undertake any further tasks required to further the aims and objectives of the organisation.
- To carry out the duties of the post with regard to Health for All's Equal Opportunities and other policies.

Health for All – Person Specification

	Essential	Desirable	Shown by
Qualification	<ul style="list-style-type: none"> • Good general level of education. • Grade C or above GCSE in Maths and English (or equivalent). 	<ul style="list-style-type: none"> • Qualification in Administration (or equivalent experience) 	Application Form / Interview
Skills	<ul style="list-style-type: none"> • Excellent organisational skills. • Excellent customer service skills and friendly • Excellent communication, interpersonal and literacy skills. • Excellent computer skills and understanding of social media. 		Application Form / Interview Application Form / Interview Application Form / Interview
Ability	<ul style="list-style-type: none"> • Ability to communicate effectively face-to-face and via telephone • Ability to maintain office filing systems, record keeping and controls. • Ability to work with a wide range of individuals. • Ability and confidence to deal with people effectively and confidently • Ability to work well in a team. • Ability to prioritise own workload. • Ability to use Microsoft Office including Word and Excel. • Ability to work under pressure to strict deadlines. • Ability to handle sensitive and confidential information and issues appropriately. 	<ul style="list-style-type: none"> • Ability to use TEAMS 	Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview

Health for All – Person Specification – Continued

	Essential	Desirable	Shown by
Experience	<ul style="list-style-type: none"> • Experience of working in an office environment. • Experience of establishing and maintaining effective office systems. • Experience of supporting staff with diverse skills regarding admin duties. • Experience of setting up rooms for meetings. 	<ul style="list-style-type: none"> • Knowledge and experience of working in the voluntary sector 	
Knowledge	<ul style="list-style-type: none"> • Good working knowledge of Microsoft Office packages including email and internet. • Knowledge of general office practices. 	<ul style="list-style-type: none"> • Knowledge of TEAMS 	
Attitudes and Personal Attributes	<ul style="list-style-type: none"> • Non-judgemental approach. • Commitment to working in ways which challenge discrimination. • Flexible and adaptable way of working • Reliable & trustworthy • Commitment to the role 		

Health for All – Right to work in the UK

In order to comply with the Right to Work in the UK requirements and to confirm your eligibility to work in the UK you will be required to produce one or more of a statutory list of documents.

It is a criminal offence to employ anyone who is not entitled to live or work in the United Kingdom. Applicants can expect us to ask for proof of this at interview stage, where you will be asked to provide some original documentation to confirm that you are eligible to work within the UK.

A photocopy will be taken of the documentation before your interview and will be destroyed in the event that you are unsuccessful in your application. If you are appointed the photocopy of the document confirming your identity will be placed on your personal file.

If you are invited to interview you will need to bring with you ID to prove you are eligible to work in the UK a full list will be sent with the invite to interview letter.

The original document will be returned to you as soon as soon as it has been photocopied.

Documents to be provided to prove the right to work in the UK

List A:

1. A passport (current or expired) showing the holder is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or passport card (in either case, whether current or expired) showing that the holder is an Irish citizen.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
5. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
6. A birth or adoption certificate issued in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
7. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
8. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 1:

1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current immigration status document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 2:

1. A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or non-digital) issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that the holder has made an application for leave to enter or remain under Appendix EU (J) to the Jersey Immigration Rules or Appendix EU to the immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

Health for All – Policy statement on the recruitment of Ex-offenders

- As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Health for All complies fully with the [code of practice](#) and undertakes to treat all applicants for positions fairly.
- Health for All undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.
- Health for All can only ask an individual to provide details of convictions and cautions that Health for All are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended, and where appropriate Police Act Regulations as amended).
- Health for All can only ask an individual about convictions and cautions that are not protected.
- Health for All is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- Health for All actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.
- Health for All select all candidates for interview based on their skills, qualifications and experience.
- An application for a criminal record check is only submitted to DBS once a post has been offered and accepted. For those positions where a criminal record check is identified as necessary, all application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.
- Health for All ensures that all those in Health for All who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.
- At interview, or in a separate discussion, Health for All ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- Health for All undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

Health for All - Application Process and safeguarding

Making an Application	Interview and Selection Process
<p>Application form</p> <p>If you wish to be considered for this post please complete the application form providing full details of your education and employment history, including any unpaid or voluntary work. Where there are gaps in your employment please state the reasons why (e.g. gap year, career break, unemployed, etc.). The person specification, provided with the details of the post, lists the essential and desirable criteria against which each application will be assessed at each stage of the Recruitment and Selection Process.</p> <p>You will note that we require details of two referees, one of which must be your current or most recent employer.</p> <p>CVs are not accepted as part of the application process.</p> <p>The use of artificial intelligence (AI) generated answers is strongly discouraged. The use of AI may affect the depth and understanding that is required, to demonstrate successful answers to skills, experience and knowledge-based questions, in our shortlisting process. Your application will be shortlisted by a panel of people against the person specification.</p> <p>Supporting information</p> <p>This section of the form is very important. It gives you an opportunity to explain why you are applying and why you are the best person for this job. Use the job description and person specification as your guide and give specific examples, where possible, to demonstrate how you match the requirements for this post. Please ensure you stick to the word count for each section. These sections will be used by the shortlisting panel for shortlisting for interview.</p>	<p>Those candidates who meet all the requirements for the post will be short listed and details of the interview programme will be confirmed in writing.</p> <p>As part of the selection process, in addition to assessing your skills and knowledge against the requirements of this role, if the role requires specific questions will be asked at interview to assess your suitability to work with children and vulnerable adults.</p> <p>Under the Disability Discrimination Act 1995 and 2005, we are legally required to consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify on the application form. Please contact us if you need to discuss this in any detail. We will consider any reasonable adjustments under the terms of the Disability Discrimination Act to enable an applicant with a disability (as defined under the act) to meet the requirements of the post.</p> <p>The closing date for applications: Friday 4th October 2024 at 12 noon</p>

Pre-employment checks	Policies
<p>References</p> <p>If you are offered the post we will take up references, which are listed on your application form. One of your referees must be your current or most recent employer. Two satisfactory references must be received before we confirm any offer of an appointment. The information we request will relate to salary, length of service, skills and abilities, suitability for the job, sickness and disciplinary record. We may ask for additional references if we need to.</p> <p>On receipt of references, your referees may be contacted to verify any discrepancies, anomalies or relevant issues as part of the recruitment verification process.</p> <p>DBS & Disqualification checks</p> <p>Employment at Health for All is subject to DBS check relevant to the role you have been offered. All such checks must be satisfactory before we confirm any offer of appointment.</p> <p>Under the Rehabilitation of Offenders Act 1974 (Exemption Amendment) Order 1986, there are a number of jobs where we must take account of convictions, even though they are 'spent'.</p> <p>However, spent and/or unspent convictions may not necessarily make you unsuitable for appointment. Please ensure you complete the Criminal Record Declaration Form and submit this alongside your completed application form.</p> <p>Validation of Qualifications</p> <p>If you are offered the position and dependent on the role you have been appointed to you will be asked to bring original certificates of relevant essential qualifications. These will be photocopied and kept on file.</p>	<p>Child & vulnerable adults Protection</p> <p>Health for All is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.</p> <p>Code of Conduct and Personal Behaviour</p> <p>Health for All believes that it is essential for standards of conduct at work to be maintained to ensure delivery of quality services and also to protect the well-being of all its employees and beneficiaries.</p> <p>Equal Opportunities</p> <p>We are committed to promoting best practice in our efforts to eliminate discrimination and to create an environment where everyone is treated fairly and with respect.</p>



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Website: www.healthforall.org.uk

<https://www.facebook.com/HFALEEDSUK/>

<https://twitter.com/HealthforAllLds>