

Join us to help improve the lives of disabled children and their families by becoming our Dundee Receptionist



Job Title: Receptionist **Hours:** 25hrs per week Sun-Thu 9:30am-2:30pm

Location: The Yard Dundee
(14 Drumlanrig Place, DD4 8HZ) **Salary:** £13.65 per hour (£17,745 per annum
(annual full-time equivalent £26,262))

The Yard is an award-winning charity providing adventure play services for disabled children, young people, and their families across Scotland. Through our inclusive play centres in Edinburgh, Dundee, Fife, and Glasgow, we create safe, welcoming spaces where children and young people can play, develop, and thrive.

We deliver a wide range of services for families, schools, and respite clubs. Our innovative approach to inclusive play and our purpose-built facilities make our services unique in Scotland.

A warm, friendly welcome is at the heart of everything we do and is one of the key reasons for our success. This role plays a vital part in creating that positive first impression while ensuring the smooth day to day running of our front of house operations. Alongside reception responsibilities, the successful candidate will provide administrative support to the wider team.

Based at our busy Dundee adventure play centre, this is a varied and fast-paced role where excellent communication, organisation, and a welcoming approach are essential. As an integral member of the Dundee team, you will help deliver an outstanding experience for everyone who visits. Our values of kindness, respect, connection, and community underpin everything we do and are central to every role within our organisation.

In return, you'll join a supportive, collaborative, and non-hierarchical workplace where colleagues are passionate about making a difference. We are committed to your professional development through ongoing training and learning opportunities. As an accredited Living Wage Employer, we also offer a competitive benefits package and a positive working environment.

ORGANISATIONAL STRUCTURE

Reports to the Office and Facilities Team Leader

KEY RESPONSIBILITIES

Front of House

- Leading our Front of House; welcoming families, groups and visitors to The Yard Dundee, and putting them at their ease
- Ensuring all attendees are processed correctly via our database and sign-in systems
- Cash handling and card payments for membership, as well as end of day counts and completing associated paperwork

Scotland Yard Adventure Centre (known as The Yard) is a registered Scottish Charity SC002538, and Private Limited Company registered in Scotland 101671.

- Advocating for our whole organisation, supporting families to engage with our full range of services
- Explaining The Yard to new and prospective members
- Answering the telephone and emails in a warm and professional manner, assisting people with enquiries and taking messages
- Keeping up to date with staff roles and services across the organisation to link enquires with those best placed to respond
- Where required, managing advance bookings (online and telephone)
- Facilitating and signposting activities such as fundraising events or information sessions

General Admin

- Collation and dissemination of feedback from relevant sessions, ensuring appropriate team members are made aware of anything particularly pertinent
- Gathering statistical information from play sessions and inputting to our databases
- Maintaining and updating database records for members, staff, volunteers and other contacts of The Yard
- Supporting the wider Office and Facilities Team with the administration of Health & Safety and site maintenance
- Helping with other administrative tasks as required
- Other reasonable duties, as required by the Office and Facilities or Dundee Service management

AUTHORITIES AND LIMITATIONS

No independent authority; purchasing decisions need approval from Office and Facilities or Dundee Service management prior to placing orders

KNOWLEDGE, SKILLS, QUALIFICATIONS, COMPETENCIES

Essential

- Experience of providing excellent face-to-face customer service
- A warm friendly manner at all times
- Excellent communication skills, both verbal and written
- Ability to relate well to all visitors, including children with disabilities
- Ability to work well in a team, with fellow employees and volunteers, as well as on own initiative
- Strong numeracy and literacy skills
- Well organised with excellent attention to detail, and able to work under pressure.
- IT literate, including expertise in Microsoft Word, Excel and Outlook
- Comfortable learning and working with various software packages e.g. a membership database
- The ability to obtain a satisfactory PVG check

Desirable

- Experience of working in an environment supporting children with disabilities
- Willingness to occasionally travel to provide Reception cover in our other sites