

**Reception Services Assistant**

**Salary:** A22 £25,883 to A26 £28,757 (pro rata to £22,735.07 - £25,259.53)

**Basis:** Part time

**Contract Type:** Permanent post

**Contractual Hours:** 32.5 hours per week, Monday to Friday 8am to 3pm

**Annual Leave:** 35 days including bank holidays

**Location:** Doncaster Deaf Trust

We have an exciting opportunity for a Reception Services Assistant to join our team at Doncaster Deaf Trust.

**About the Role**

The Reception Services Assistant plays a vital front-of-house role in ensuring a welcoming, professional and efficient environment for all visitors, students, staff, and stakeholders across all services within Doncaster Deaf Trust. This includes the Trust’s educational settings, residential provisions, therapeutic and community outreach services.

This role is pivotal in creating a positive first impression and ensuring the seamless delivery of administrative and reception services. As the initial point of contact, the Reception Services Assistant offers inclusive and accessible support to all individuals engaging with our organisation.

The position requires a friendly, proactive, customer focussed, and service-oriented approach to uphold the values and mission of Doncaster Deaf Trust, ensuring that every interaction reflects the Trust’s commitment to inclusion, excellence and community support.

**Key Responsibilities**

* To provide a pro-active service in a busy, fast paced front of house administrative services function.
* To be based in the main reception office, operating within and leading on the day-to-day operations of the main reception, ensuring a high level of customer focus, service satisfaction and effective management of visitors and guests of the Trust.
* Manage visitor sign-in procedures, issue passes and maintain accurate records in line with safeguarding and security policies.
* Answer and direct incoming telephone calls, taking accurate messages and ensuring clear communication.
* Manage bookings for the conference room suites, including room preparation, coordinating refreshments and maintaining equipment.
* Provide administrative support as required, including data entry, photocopying and filing.
* Assist with the coordination of Trust events, including open days, training sessions and community engagement activities, ensuring smooth logistics and guest experience.

For a full list of responsibilities please see the job description.

**What We’re Looking For**

* Proven experience of working in a front of house Reception Services Assistant role, preferably within an educational or corporate environment.
* High level of knowledge of Microsoft Office and the ability to quickly master other online platforms and software packages.
* Excellent organisational, planning and prioritisation skills, including the ability to plan and prioritise own workload.
* Minimum GCSE Level 4 or equivalent in English and Maths (or equivalent experience)

**Why Join Us?**

* A high-quality working environment
* Generous rates of pay
* Guaranteed working hours
* Fantastic training and career development opportunities, including Level 1 British Sign Language
* Discounted childcare at the onsite Little Learners Day Nursery
* Pension scheme
* Free on-site parking
* Westfield Health Cash Plan including Doctorline - 24/7 access to a GP, Dental, Optical and Prescription claims and much more (funded by the employer)

For a job description and application form please visit our work for us page at [www.deaf-trust.co.uk/trust/work-for-us/](http://www.deaf-trust.co.uk/trust/work-for-us/)

Please note that on the application form we need your full education and employment history from leaving secondary school up to current date. We do not accept CV applications.

**Closing date for applications: 26th October 2025**

**Date of Interview: 7th November 2025**

**Doncaster Deaf Trust, Leger Way, Doncaster, DN2 6AY,**

*The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.*

*Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS). The Trust may carry out online searches on shortlisted applicants and all applicants will be required to provide details of their online profile, including social media accounts, as part of their application.*

*The post is exempt from the Rehabilitation of Offenders Act 1974. The Trust is therefore permitted to ask job applicants to declare all convictions and cautions on a self-declaration form in advance of attending an interview (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.*

*We are committed to making our recruitment practices as inclusive as possible for everyone. We are committed to promoting equality and diversity and developing a culture that values differences, recognising that employees from a variety of backgrounds bring important and positive contributions to the workplace.*