



Baptist House Limited  
Baptist House  
129 Broadway  
Didcot, Oxfordshire  
OX11 8XD

Telephone 01235 517700



## The Baptist Union of Great Britain and Baptist House Limited

### Role Profile

<b>Job title:</b>	<b>Occasional Receptionist</b>
<b>Reports to:</b>	<b>Jim Cottrell, Facilities Manager</b>
<b>Direct reports:</b>	<b>None</b>
<b>Location</b>	<b>Baptist House, Didcot</b>

#### A Main Purpose and Context of the Role

We currently have two receptionists who cover the working week. This role is to provide support with the reception cover when they are on holidays, unwell or where extra support is needed.

#### B Key Responsibilities

- **Front-of-House Cover:** Welcoming visitors in a professional, warm, and efficient manner. Ensuring Contractors on site have completed necessary work permits.
- **Call Handling:** Answering, screening, and forwarding phone calls, as well as taking accurate messages and managing the MS Teams switchboard
- **Appointment Management:** Booking, cancelling, and rescheduling appointments using MS Teams and Outlook.
- **General Administration:** Handling mail, sorting post, distributing courier deliveries, filing, scanning documents, and data entry.
- **Environment Maintenance:** Keeping the reception area and waiting room tidy and presentable.
- **Operational Security:** Assigning temporary and permanent security access cards. Carrying out specific duties in the event of emergencies.

## Changes to this role profile

This role profile is designed to be illustrative rather than exhaustive. The Baptist Union and Baptist House Limited may add to the responsibilities of the Occasional Receptionist any tasks or activities that they see as relevant and appropriate to the role and will discuss any such additions with the post-holder.

### C Culture and Working Style at BUGB

Across our Union our culture and working style is still developing, and can be best described in the following words:

**Our vision as a movement is “to grow healthy churches in relationship for God’s mission.”**

The Baptist Union of Great Britain is committed to *intentionally* developing a culture where we...

- **Seek to be a movement of Spirit led communities.** As those who have encountered the living Christ, to intentionally seek his will and purpose for our local churches and every expression of our shared life. (Galatians 5:22-25)
- **Feel like one team** – celebrating diversity; valuing, respecting and trusting each other as we work together in partnerships - making sure everyone feels included and listened to. (I Corinthians 12:24b-27)
- **Embrace adventure** – being serious about discipleship, willing to take risks, pioneer and move out of the comfort zone of familiar ways of doing things. (Matthew 28:18-20)
- **Inspire others** – with a generosity of spirit, energise and motivate people to be all that God created them to be. (Ephesians 5:1 & 2)
- **Share a Hunger** for God’s coming Kingdom – nurturing a “holy discontent” that arises from our desire to give practical expression to our vision of God’s purpose for creation - confronting evil, injustice and hypocrisy and challenging worldly attitudes to power, wealth, status and security both within and beyond our Union. (Matthew 6:9 & 10)

We expect all staff working as part of the Baptist House team to model high standards of professional and personal behaviour, and to work in ways that demonstrate our values to those we work with and support.

## D Key Skills and Requirements

- **Communication & Interpersonal Skills:** Excellent verbal and written communication, capable of handling difficult situations calmly.
- **Flexibility:** Availability to cover at short notice for unplanned sickness or occasionally for planned annual leave.
- **IT Literacy:** Proficiency in Microsoft Office (Word, Outlook) and willingness to learn new system
- **Confidentiality:** Strict adherence to data protection (GDPR) and confidentiality policies.
- **Experience:** Previous reception or front-of-house experience preferred.

## E Working Arrangements

- **Ad-hoc/Zero Hours:** Hours are not guaranteed, with shifts arranged as needed to cover absences. Typical shifts may be 8am to 4pm, 8am to 5pm, 1pm to 4pm. The individual also has the right to decline requested ad-hoc hours. Sometimes we will be looking for cover for half days or full days and on other occasions, with advance notice, we may be looking for cover for holiday periods of a week or two weeks.
- **Place of work:** Baptist House, 129 Broadway, Didcot

## Christian ethos

The Baptist Union of Great Britain is a Christian denominational body and as such, it is important that you can show an understanding of and sympathy with the ethos and values that we work to, as described earlier in this role profile.

## Salary and practical arrangements

The starting salary for the role is £13 per hour.

We also offer a range of staff benefits including:

- a voluntary benefits package (Perkbox) that gives discounts for a wide range of everyday expenditure (eg supermarkets, high street retailers, restaurants, cinema tickets)
- free parking at our Didcot offices

We provide good training and development support for new joiners, and on an ongoing basis, as well as regular feedback on performance and progress.

**Closing Date:** 9am Friday 13<sup>th</sup> March 2026.

**Apply by email:** [opportunities@baptist.org.uk](mailto:opportunities@baptist.org.uk)

If you have any questions, please speak to Jim Cottrell directly. Tel: 07717 410 855