

YMCA CHESHIRE



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CUSTOMER SERVICES OFFICER/RECEPTIONIST

Candidate Pack
September 2026



YMCA

Here for young people
Here for communities
Here for you

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Welcome

Thank you for your interest in the position of part time Customer Service Officer/Receptionist at YMCA Cheshire.

This role is integral to the work we do at YMCA Cheshire supporting young people at risk of homelessness, and is often the first friendly face they will see as they walk into our Gresty Road building.

The successful candidate will:

- Greet visitors, answer the phone and cover general Reception duties
- Support with financial transactions for service users and staff
- Provide administrative support to multiple departments
- Support with rent collection

This is a temporary position, initially for 12 months, with the potential to become permanent at the end of that period.

Working hours will be 21 per week, worked 9 am - 4 pm, Monday to Wednesday.

Details about how to apply are at the end of this pack.

Closing Date for applications is 5pm on Sunday 13 September.

Interviews will take place on Wednesday 23 September.

Sharon Morris

Sharon Morris
Client Finance and Customer Services Manager
01270 257673



About Us

There has been a YMCA in Crewe since 1909, when an invitation went out in Crewe Chronicle inviting young men to meet some “jolly good fellows”!

Today the YMCA welcomes people of all ages, all genders, all faiths, all races, all back grounds.

We have an asset-based, advantaged-thinking approach to all our work; we focus on strengths and view diversity of thought, culture, experience and traits as positive assets.

We have a number of different services in Crewe.

- We believe everyone should have a **safe place to stay**. Our aim is to provide a wide range of housing options to those who have experienced homelessness, designed to suit their individual needs. We have a variety of accommodation at our projects on Gresty Road and Valley Brook, as well as some flats and houses in the local community.
- We work with **young people** who arrive in the UK unaccompanied and seeking asylum; this team also works with young people who are leaving the care system.
- We have a growing number of services in Crewe for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- We offer **mental health first aid** training to staff and volunteers.
- Our services are supported by our **three social enterprises**, the GLO Café, GLO Hub and GLO Maintenance.



Our Values

We believe that everyone has unique potential and skills to be explored and developed.
We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in people's lives.
We will foster and nurture this attitude in our work with service users, staff and volunteers.

We believe in the Christian basis and mission of the YMCA.
We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

Our Vision

Better lives and better futures for individuals and communities

- by beginning the end of the homeless experience, one person at a time
- by working with the talents of people making transitions to independence
- by engaging and supporting children and families and staying connected in the places they live

Our Mission

YMCA Cheshire is a Christian charity that responds to local need by creatively investing in the lives of individuals and the community through all our projects, including housing, learning, family support and working with children.

Our Faith

Our faith underpins all our work and motivates us to sustain a Christian mission than is socially active.

Working at YMCA Cheshire

YMCA Cheshire currently has about 120 staff, 30 volunteers and 7 trustees.

We are an organisation that embraces a culture where our Christian based core values are at the heart of all we do.

We are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work effectively to achieve our goals.

We aspire to establish a workforce which reflects the diversity of the wider community.

We have a comprehensive health and wellbeing programme to support a healthy mind, body and spirit.

The programme includes:



Full Training
Package



Employee Assistance
Programme



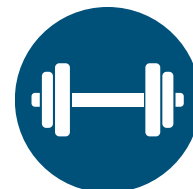
Conference
Opportunities



Cafe with 20%
Discount



Staff Room
Refreshments



Onsite Gym



Flexible Working
Policy



Long Service
Vouchers



Away Days



Staff Meetings to
Share Good News



Group Life
Cover



Health Cash back
plan

Job Description (Page 1)

Job Purpose

- To deal with financial transactions for service users and staff
- To provide administrative support to all departments
- To support Customer Service Manager with Rent Collection and other duties
- A focus on service and an ability to empathise with Residents

Main Duties

Financial transactions

- Collection of rent and other payments from residents and issuing receipts
- Carry out cash reconciliations at the start and end of each day
- Administer petty cash for staff and collect receipts after spending

Administration

- Carry out administrative tasks on behalf of other departments (e.g. maintenance social enterprise, Room Hire, Café and essential finance bookkeeping tasks)
- Input and manipulate data within computer systems (using INFORM, Excel and other databases)
- Assist with getting all extended licences signed by residents
- Assist with Opening New files for New Residents paperwork and Closing Files/rooms for ex-residents
- Assist with Marketing Room Hire, Responding to Phone calls or emails for Room Enquiry, Issuing Booking Forms, Pencilling Events in the diary, Notifying Housekeepers, Day and Night Duty, Maintenance Lead of the events, assist with hosting the event and invoicing
- Assist with marketing and taking orders for Soiree and Community meal
- Ensure staff have access to Residents' Move in Packs, Interview Packs, Complaint Forms, Visitors Log

Job Description (Page 2)

Front of house

- Welcome guests to the premises and ensure visitors' procedures are followed correctly
- Handling all incoming calls promptly and courteously and effectively dealing with the matters/ queries arising.
- Sorting out daily staff and resident post and ensuring benefits letters received are handed to residents promptly
- Provide residents and customers with a flawless experience and always be their key point of contact
- Take responsibility and ownership of your customer base, i.e. Room Hire, Café etc
- Providing the appropriate service and information or referring clients to another department
- Referring problematic issues that they cannot solve to management
- Maintaining accurate Customer Relationship Management using customer information through the Sign In App database by entering and updating client information
- Always adhering to a company's policies and procedures when assisting customers

Other

- Be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
- Ensure equality, diversity and inclusion is embedded within service delivery and the broader organisation
- Work according to the quality standards, policies and procedures of YMCA Crewe at all times
- Actively participate in the supervision and training process to develop better services and continuous personal development
- Understand, embrace and promote the values of the Association, i.e. "YMCA Crewe values the unique potential of all people, a can-do approach in our staff and volunteers and the Christian basis of our organisation."
- Undertake such other duties as may be reasonably be required

Person Specification

Essential

- Excellent customer service and interpersonal skills, with the ability to communicate respectfully and professionally with a wide range of people.
- Ability to demonstrate empathy, patience and sensitivity when supporting residents or individuals who may be experiencing difficult circumstances.
- Clear and confident verbal communication skills, including the ability to handle telephone enquiries promptly and courteously.
- Strong numeracy skills and the ability to process payments and reconcile cash accurately.
- Good IT skills, including the ability to use Microsoft Excel, databases, email and other computerised systems.
- Ability to follow established procedures consistently, including visitor, financial, safeguarding and information-handling procedures.
- Strong accountability and ownership.
- Proactive and solution-focused.
- Aligned to YMCA values.
- Ability to manage multiple priorities.
- Strong attention to detail.
- Strong commitment to maintaining confidentiality and professional boundaries.

Desirable

- Previous experience of working in supported housing, homelessness services, a charity, community services or another resident-facing environment.
- Experience of working with people who may have complex needs or require additional support.
- Experience of rent collection, housing-related payments or service-user accounts.
- Experience of room hire, event bookings, invoicing or diary management.
- Knowledge of visitor management or electronic sign-in systems.

Key Employment Terms

- 21 hours per week
- Rate of pay £13.45 per hour
- Temporary contract for 12 months, potential to become permanent
- Responsible to Client Finance and Customer Service Manager
- Company sick pay
- Pension contribution
- 4 x Life Assurance
- Health Assured Employee Assistance Programme
- Health Cash Back Plan

YMCA Cheshire is committed to the active promotion of equal opportunity, both in the provision of services and as an employer of paid and unpaid workers.

YMCA Cheshire 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.

Any offer of employment will be subject to satisfactory references and Enhanced DBS check.

How To Apply

- The closing date for applications is 5.00 pm on Sunday 13 September 2026
- These should be submitted by our website YMCA Cheshire vacancies <https://ymcacheshire.org.uk/ymca-vacancies/>
- Shortlisted candidates will be interviewed on Wednesday 23 September 2026

