



## Front Desk Office Coordinator

### Job description

---

**Job Title:** Front Desk Office Coordinator

**Salary:** £20,174 (£27,510 FTE) subject to qualifications and experience.

---

Benefits include:

- Generous annual leave allowance
- Paid sick leave
- Enhanced family-friendly leave
- Compassionate and emergency leave
- Pension scheme
- Life insurance policy
- Employment Assistance Program
- Access to vouchers and discounts
- Monthly wellbeing allowance

**Reports to:** Office and Administration Manager

**Location:** Oxford  
This role is office based only

**Hours of work:** 27.5 hours per week  
5.5 hours per day Mon-Fri, starting at 8.30am. We would be open to further discussion for the right candidate.

**Please read our accompanying recruitment pack for more information about working at Oxfordshire Youth, including our approach to diversity and inclusion through recruitment**

## **Oxfordshire Youth**

Oxfordshire Youth is a boundary-breaking organisation, passionate about creating a future for and with young people that offers them the best possible opportunity to realise their potential. Our staff are redefining the youth sector in Oxfordshire and we envisage a world in which young people have the tools they need to approach life with creativity, resilience and brilliant mental health.

### **Our commitment to inclusion and diversity**

OY warmly welcomes applications from the global majority, trans and non-binary people and disabled people. Your potential to learn and grow in the role is important to us, so we want to hear from you even if your CV isn't a 100% match with a job description.

We nurture our community, creating an open, inclusive and diverse organisation where all team members feel a sense of belonging.

### **Role purpose**

The Front Desk Office Coordinator plays a key role at the heart of the organisation, helping to create a welcoming office environment. In this role, you will often be the first point of contact, making sure everyone who comes into the office knows where to go, what to do, and leaves with a positive first impression.

You will also support the day-to-day running of the office, including helping set up for events and making sure everything runs smoothly behind the scenes. Alongside this, provide light technical support, working with IT and helping manage office equipment so colleagues have what they need to do their jobs.

In this position, you will also interact with partner organisations, offering a friendly and professional first point of contact and helping to build strong, positive relationships from the moment people walk through the door. As part of the office team, which sits as a central role within the organisation, you will help keep everything ticking along. By supporting the space, systems, and people, you will be making a difference to the organisation and enabling others to conduct their work smoothly, professionally and with impact.

### **Key responsibilities**

#### **Receptionist duties**

- Supporting all staff, visitors, young people and partner organisations to sign in and out of the building
- Answering and screening phone calls, ensuring that the caller is passed on appropriately and has the best possible impression of the organisation
- Receiving and sorting post and deliveries, ensuring that they get to the correct person
- Ensuring a warm and welcoming environment for staff and visitors
- Liaising with partners who use our space.

### **Office care and support**

- Monitoring and re-stocking supplies, including office, bathroom and kitchen supplies
- Ensuring communal spaces remain clean, tidy and well stocked
- Complete appropriate health and safety checks, such as fire alarm tests and first aid kits
- Ensure office posters, signs and leaflets are up to date, accurate and informative

### **Technical support**

- Liaise with IT when needed, and support staff to do so
- Support the Office & Administration Manager to manage the laptop and phone inventory, keeping accurate records
- Ensure secure and organised storage of equipment
- Facilitate the setup of equipment for new staff, and facilitate the retrieval and decommission of equipment when staff leave

### **Event support**

- Assist with meeting room management, including booking support and room requirements for Oxfordshire Youth staff and external organisations
- Ensure clear communications with staff and guests regarding room use and etiquette with shared spaces

### **Our Culture**

Everyone at Oxfordshire Youth agrees to:

- Have an unwavering commitment to Oxfordshire Youth's vision, mission and values
- Attend meetings reliably and participate fully, including being an active listener
- Ensure that all work is carried out in accordance with Oxfordshire Youth's guidelines, policies, and procedures
- Undergo training that will enable personal and professional development
- Undertake any other relevant duty related to the further development, promotion, and sustainability of the organisation as set forth by your Line Manager and/or Senior Leadership Team
- Represent Oxfordshire Youth in a professional and appropriate manner at all times including considering punctuality, personal appearance and boundaries, and equity, diversity, and inclusion of all opportunities.

### **Safeguarding**

- Understanding that safeguarding children, young people, and adults is everyone's responsibility and you will have access to training and supervision, which is appropriate to the role (including undertaking a DBS check appropriate to your role)
- To ensure concerns from young people are responded to appropriately in line with Oxfordshire Youth's policies and procedures

**This job description is subject to amendment following discussion with the post holder.**

**Specific tasks and duties will be shared at the interview and during the induction process**

### **What we are looking for**

- o At least one years experience in a previous office, front desk or customer service role
- o Exceptional organisational skills
- o Ability to multi-task and prioritise
- o Problem solving skills and the ability to think creatively and take initiative
- o Experience with stock maintenance and monitoring
- o Great communications skills, with an ability to demonstrate friendly, clear and professional communications in person, over the phone, and in writing
- o Ability to troubleshoot and provide basic technical support
- o IT skills including basic knowledge of widely used programmes and cloud systems (we use Google Workspace)
- o An unwavering commitment to Oxfordshire Youth's vision, mission and values
- o Integrity and discretion when dealing with sensitive information, including understanding the importance of best practices related to GDPR
- o A flexible approach to work, including a willingness to take on tasks outside the usual remit and to work irregular hours
- o A commitment to treating people equally, being aware of unconscious bias and working proactively and openly to challenge it within your own and within others practice
- o Respecting differences and challenging prejudice and discrimination
- o A positive, enthusiastic and can-do approach that demonstrates the attributes of a growth mindset
- o Accountability for the quality of your work and responsibility for maintaining and improving your knowledge and skills

### **Other desirable skills**

- o Familiarity with Oxfordshire Youth and Youth Work
- o Previous experience working in the not-for-profit sector

**Closing date for applications: 9 am on the 14<sup>th</sup> of April 2026**

**Interviews to be held: w/c 20<sup>th</sup> of April**

Please note that the closing date may be brought forward if a high volume of applications is received. To apply, please send a copy of your CV accompanied by a completed application form to our [recruitment team](#).

Alternatively, [visit our website](#) or [email](#) us for more information.