



Receptionist Application Pack

Salary: £26,228 FTE (£20,982 actual)

Location: Brighton & Hove

Contract type: Permanent, Part Time

Hours: 30 hours

Application Link:



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Introduction

Thank you for your interest in Oasis Project and the role of Receptionist. This pack will tell you a little about the organisation, the role, and how to apply.

- Please apply by sending a CV and covering letter via IRIS, our chosen recruitment platform using this link: <https://oasisproject.current-vacancies.com/Jobs/Advert/4140135?cid=3426>
- The closing date is Thursday 16thth April 2026 at 9am.
- Interviews will be held in person during the weeks commencing 20th or 27th April 2026.
- The interview process will involve a panel interview.

About Oasis Project

Oasis was founded in 1997 by a group of women with lived experience of drug and alcohol problems, who felt their needs were not met in mainstream treatment services. Over nearly 30 years we have built extensive experience of providing support for women in Brighton and Hove with a drug or alcohol problem and our adult services form part of the city's drug and alcohol treatment delivery system. Alongside this, we offer services for children and young people affected by parental substance use, including a creche and specialist therapy service.



Our services

The infographic features a stylized map of Brighton and East Sussex in yellow, with red location pins. A dashed blue line traces a path across the map. The background is green with decorative elements like a purple flower and a pink leaf. The OASIS PROJECT logo, featuring a rainbow, is in the bottom right corner.

Location	Address	Services
Brighton	Community Base, 113 Queens Road, BN1 3XG	<ul style="list-style-type: none">Young Oasis Therapy Service Individual therapy for children/young people 5-18 affected by a parent or family member's substance misuseYoung Women's Therapy Service Individual therapy for women 18-25 with experience of early traumaTransitions Therapy Service Individual therapy for young people 16-25 of all genders who are using drugs or alcoholPartners in Change Specialist case consultancy and input to benefit families affected by parental substance use delivered in partnership with children's services
Brighton	11 Richmond Place, BN2 9NA	<ul style="list-style-type: none">Adult Services Structured substance misuse treatment for women 18+ seeking support around their drinking or drug use including 1-1 work, groups and specialist support for women with complex needsSex Worker's Outreach Project (SWOP) Dedicated support service for women involved in the exchange of sexLooking Forward Specialist service for women who have had a child or children removed from their carePOCAR Intensive 16-week program referred into by children's services to support parents around substance misuse and parentingHOPE Targeted keywork and group support including outreach for young people 18-25 who are new to drug/alcohol treatment
Brighton	Globe House, 3 Morely Street, BN2 9RA	<ul style="list-style-type: none">Creche Free childcare for babies and children 0-11 whilst their parent/carer is accessing recovery treatment/support, plus 'stay and play' sessions
East Sussex	5 Harold Place, Hastings, TN34 1JA	<ul style="list-style-type: none">Oasis Family Recovery Service (OFRS) Family friendly support for parents across East Sussex with current or historic experience of drug/alcohol misuse including groups and individual keyworkYoung Oasis East Sussex Individual therapy for children and young people in East Sussex 5-18 affected by a parent or family member's substance misuse

NB Oasis Project East Sussex Services are permanently closing on 31st March 2026

Working with Oasis Project

We value our staff and take their wellbeing seriously. Taking care of staff means remunerating them well for the work they do, and offering additional support and rewards alongside a monthly salary.

Employee Benefits



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Health and Wellbeing

- ▶ **Paid Time Off For Wellbeing**
 - A paid wellbeing hour per month to have some 'you time'.
 - An additional wellbeing hour in the month of your birthday.
- ▶ **Staff Lunches and Activities**
 - A yearly staff conference to learn, share and socialise.
 - Annual, paid festive celebration event.
 - Regular team treats such as wellbeing lunches and Summer picnics.
 - Free tea, coffee and refreshments.

Family Friendly Benefits

- ▶ **Life Assurance Cover**
 - Oasis works with YuLife to provide life assurance cover to the value of your annual salary. This means in the event of your death, your nominated individual will receive a one-off payment equivalent to your annual salary.
- ▶ **Flexible Working Patterns**
 - Flexible working hours.
 - Opportunities to work from home.
- ▶ **Maternity / shared parental leave**

Employee Assistance Programme with YuLife

- ▶ **SmartHealth**

Δ free 24/7 virtual GP service available to you all as well as your immediate family. In addition to the core GP service, SmartHealth also provides:

 - A private prescription service
 - Online health check and fitness check
 - Access to a nutritionist
- ▶ **YuMatter**

A 24/7 clinician-led Employee Assistance Programme accessible via phone, SMS and chat. YuMatter offers access to face to face counselling, CBT and online mindfulness and lifestyle coaching sessions. The support will include things like:

 - Being able to speak with mental health experts
 - Structured clinical counselling
 - Financial advice and support
 - Legal advice
 - Career coaching
 - Bereavement counselling

Training and Development

- ▶ **Support and Supervision**
 - Supervision with your line manager.
 - Externally facilitated clinical supervision for all front line staff and managers.
 - Peer-facilitated reflective practice session.
- ▶ **Development Opportunities**
 - Secondment and study support policies.
 - Continuous professional development
 - Funding for external training.

Pension

- A contributory pension scheme with Evolve Pensions. Employees contribute a minimum of 5% of salary (you can opt out) and Oasis will contribute 3% of salary.

Annual Leave

- ▶ **Incremental Annual Leave**
 - 28 days a year exclusive of bank holidays (pro-rated for part time staff).
 - Increasing by 1 day each year after 2 years' service

Staff Recognition

- Our online Kudos recognition scheme to celebrate and encourage your team.
- An annual staff awards ceremony.

PLUS:

- Relaxed dress code.
- We are a Brighton and Hove living wage employer.
- We hold an Investors in People Award and a Trauma-Informed Quality Marker in recognition of our support and development of staff.
- Menopause policies.
- Company sick pay scheme.

Length of service	Annual leave per year in hours (exclusive of bank holidays)	Equivalent in days
0-24 months	210	28
25-36 months	217.5	29
37-48 months	225	30
49+ months	232.5	31

Yulife app

Where you can earn Yucoin, the currency of wellbeing, by taking part in healthy activities, such as walking and meditating, as well as compete against colleagues to top the leader-board. You can then exchange Yucoin for air miles and gift cards from brands like ASOS, Amazon, Tesco, Avios and many more.



**INVESTORS
IN PEOPLE**



**LIVING
WAGE**
BRIGHTON & HOVE

The Recruitment Process

At Oasis Project we are committed to providing the best possible recruitment experience, including working to remove barriers to equal opportunity at each stage of the recruitment process.

Our commitment to you is that:

- We will treat you in a polite, helpful and friendly manner at all times.
- Information that you provide will be treated as confidential and will be seen only by certain people involved in the recruitment process.
- We will ask you to complete an equal opportunities questionnaire – this information is only used for monitoring purposes.
- We will endeavor to make any reasonable adjustments to the interview process to enable you to fully participate
- We will communicate with you clearly, and as quickly as possible at each stage of the recruitment process
- As far as possible, we make it clear in the job advertisement when the interviews will be held.
- A decision will be made as soon as possible after interviews and you will be informed of the outcome
- Unsuccessful interviewees will be offered feedback.

Job Description

Role Summary	
Job Title:	Receptionist
Reports to:	Administration & Operations Manager
Contract Type:	Permanent
Hours:	30 hours per week (Part time)
Salary range:	£26,228 FTE
Team:	Admin Team
Location:	Oasis Project Brighton & Hove sites
Span of responsibility:	This role does not have line management responsibility.
Job Purpose	
<p>This is an exciting opportunity to make a real impact for an established, award-winning, innovative voluntary sector organisation.</p> <p>This newly created role provides a professional, compassionate and trauma-informed first point of contact for Oasis Project. Based in our busy city-centre reception, the Receptionist plays a vital role in welcoming clients, families, visitors and professional partners, ensuring people feel safe, respected and supported from the moment they arrive. The role provides</p>	

high-quality reception, administrative and communications support across the organisation, while upholding Oasis Project's safeguarding, health and safety and gender-responsive values.

Key Relationships

Internal

- Admin Team
- Students and volunteers
- Communications Team
- Service delivery staff

External

- Clients, their families, and support networks
- General public

This list is not exhaustive

Key Responsibilities

Reception

- Provide a comprehensive, professional and welcoming reception service, acting as the first point of contact for clients, visitors and professionals.
- Welcome clients and visitors in person, direct them appropriately and offer refreshments as required.
- Manage incoming telephone calls, emails and messages efficiently, responding where appropriate and signposting enquiries in line with organisational procedures.
- Act as a central point of contact for general enquiries received in person, by phone, email or post, ensuring queries are handled sensitively and in line with Oasis Project's trauma-informed approach.
- Receive, log, scan and distribute post and deliveries in accordance with internal processes.
- Maintain a tidy, safe and welcoming reception, entrance and waiting areas, ensuring information and resource displays are up to date and well presented.
- Ensure client spaces and meeting rooms are prepared, tidy and appropriately stocked, liaising with colleagues where issues arise.

Administration support

- Provide administrative support across Oasis Project, including accurate data entry and system input (e.g. uploading referrals and assessments, supporting appointment reminders, and administrative contact with professionals such as GP practices).
- Support diary management, meeting scheduling and room bookings as required.
- Provide administrative support to the Administration and Operations Manager and wider organisation as needed.

- Monitor and maintain stock levels of clinical supplies, consumables, stationery and office materials, replenishing as required.
- Print, prepare and maintain appropriate stock levels of client and service-user information, forms and handouts.
- Oversee the availability and management of sign-in sheets and related documentation, ensuring sufficient supplies are maintained.

Communications

- Support internal communications activity, including meeting and event preparation (e.g. venue booking, circulating papers).
- Assist with external communications activity, such as supporting website updates and social media content, working with colleagues as required.

Safeguarding and Health & Safety

- Work in line with Oasis Project safeguarding policies and procedures at all times, maintaining appropriate professional boundaries and escalating concerns in line with organisational guidance.
- Support high standards of health and safety across the building, contributing to a safe environment for clients, staff and visitors.
- Take responsibility for own health and safety and contribute to the identification and reporting of risks or incidents.

Values and Ethos

- Demonstrate commitment to the vision and values of Oasis Project and understand how individual behaviour contributes to a culture of shared responsibility and care.
- Commit to equality, diversity and inclusion best practice, with a particular focus on underserved and marginalised women service users.
- Work in a trauma-informed and gender-responsive way, recognising this approach as central to Oasis Project's service delivery.
- Observe professional boundaries in relationships with service users, colleagues and partner organisations.
- Contribute to the continuous improvement of Oasis Project services.

Personal and Professional Development

- Reflect on and develop own practice, making use of supervision and feedback.
- Monitor own performance to ensure it meets agreed expectations and performance objectives.
- Participate in training and other development opportunities.
- Share knowledge, skills and experience with colleagues as appropriate.

Other Responsibilities

- Attend training and comply with organisational policies and procedures.
- Contribute to organisational development as appropriate.
- Undertake any other duties reasonably required by the Chief Executive Officer, commensurate with the role.

- Work in accordance with Oasis Project policies at all times, particularly Health & Safety, Safeguarding, Equality and Diversity, Confidentiality and Data Protection (GDPR).
- Represent Oasis Project and its services in a professional and respectful manner at all times.

PERSON SPECIFICATION	Essential or Desirable
Knowledge of, or willingness to learn, safeguarding responsibilities, confidentiality requirements and data protection (GDPR)	Essential
Ability to work in a reflective, adaptable and non-judgemental way, maintaining appropriate professional boundaries	Essential
Knowledge of, or willingness to learn about, key issues affecting women experiencing substance use and related challenges	Essential
Strong verbal and written communication skills	Essential
Ability to work effectively as part of a team and on own initiative	Essential
Experience of working in a fast-paced reception or front-of-house role	Essential
Experience of working in a clinical, health or social care setting	Desirable
Good IT skills, including proficiency in Microsoft Office	Essential
Commitment to ongoing learning, training and reflective practice	Essential
<i>Additional Information</i>	
<ul style="list-style-type: none"> • This post is subject to satisfactory completion of an enhanced DBS check. • This role is restricted to female applicants as being female is a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010. • This Person Specification may be reviewed and amended following consultation. 	

Completing your application

To apply for this role, please submit your CV and a covering letter of no more than two sides (font size 11) via IRIS – our chosen recruitment platform. The link to apply is: In your covering letter, please explain how your skills, experience and knowledge meet the requirements of the role. We encourage you to read the job description and person specification carefully and to structure your supporting statement clearly against the stated criteria.

Recruitment checks

References

We require two references. Referees will not be contacted without your prior consent, but two satisfactory references must be received before any offer of employment can be confirmed. Where possible, please provide an email address for each referee, as this helps us to process references efficiently.

Eligibility to work in the UK

We require you to provide appropriate ID documentation that proves your eligibility to work in the UK or the appropriate share code to demonstrate settled status.

Occupational health check

You will be asked to complete an online medical questionnaire, via our occupational health providers. Our occupational health experts will confirm to Oasis Project your fitness to undertake the role, including if adjustments may be required, based on the information that you have disclosed.

Ex-offenders / Disclosure and Barring Service (DBS) Checks

All applicants are required to disclose details of any unspent convictions in accordance with the Rehabilitation of Offenders Act 1974. Any disclosure of an unspent conviction will not automatically disqualify your application unless the nature of the offence renders you unsuitable for the role. All such disclosures will be considered on an individual basis. Please consider this in your covering letter.

As your employment at Oasis will include working with vulnerable adults you will be required to undertake a DBS check.

We wish you success with your application.

