

Reception Team

Role Description | Keswick Convention 2026

The Reception team are a main point of contact for many people, offering advice and information on all things Convention and Keswick related:

- Managing front desk operations
- Assisting with administrative tasks
- Helping Conventioners, volunteers, speakers and KM staff alike

Skills & Qualities Needed:

- Good communication and interpersonal skills
- Professional manner in dealing with people in person or over the phone
- Calm under pressure
- Good at problem solving
- Reliable and punctual
- Good computer skills, ability to use email, and take donations using tablet
- Have lots of enthusiasm for teamwork
- Have physical strength for running errands
- Have a good level of spoken English

Schedule and Location:

- **Location:** Convention Reception
- **Arrival:** Saturday 11am
- **Departure:** The following Saturday, 12pm
- **Hours:** Around 8 hours per day (split over shifts – some days may be slightly longer due to programme needs)

Specific Tasks Include:

- Assist people in a professional manner at the relevant front desk reception
- Assist with volunteer arrivals
- Answer questions about the programme and venues
- Provide directions to onsite or off-site venues
- Represent Keswick Ministries in answering phone calls and relay messages to staff and contributors
- Perform admin tasks such as photocopying, laminating and printing

- Distribute materials such as programmes and flyers
- Use event radio to contact Event Control in emergencies
- Handle card donations and sales using Point of Sale terminal (training provided)
- Join in daily team devotions

Further Information

Shift timings include:

- 8:30 AM – 1:00 PM (4.5 hours)
- 1:00 PM – 5:30 PM (4.5 hours)
- 6:30 PM – 10:30 PM (4 hours)

Report To:

Reception Lead

Team Size:

6