



**FOUNDATION
OF LIGHT**

THE WORLD AT YOUR FEET

Foundation of Light Recruitment Pack

« Role Receptionist
Location: Sunderland
Salary: £23,370-£23,790 pro rata
Contract: Part Time

Welcome from Foundation of Light



Thank you for your interest in joining the Foundation of Light. Set up in 2001 by Sir Bob Murray, the Foundation is the official registered charity of Sunderland Football Club. We are entering an exciting and pivotal period for our organisation and our region.

Through our 2025–2030 strategy, we are scaling our impact to help more people build skills, improve wellbeing and feel connected to their communities.

While the North East is experiencing significant investment and opportunity, many people still face barriers including poverty, poor health, loneliness and limited access to education or employment.

Our mission is to ensure everyone has the chance to succeed.

Every role at Foundation of Light contributes to creating lasting change. If you want your work to truly matter, the Foundation of Light is for you.

About us



Foundation of Light uses the power of football and sport to inspire, educate and support communities across Sunderland, South Tyneside and County Durham. We work with partners across education, health, local government and industry to deliver programmes that improve:

- Skills and employability
- Physical and mental wellbeing
- Community cohesion
- Confidence and aspiration

Our Beacon of Light facility acts as a central hub for learning, innovation and connection, a safe and inclusive space where people access life-changing opportunities.



Our vision

Better opportunities
Better lives

Our purpose

We use football and the power of SAFC to support and invest in our communities, helping improve the skills, confidence, health and happiness of people, no matter who they are.

Our Values

Excellence

We are professional and accountable for our actions, and contribute to a high-performing team.

Passionate

We are proud of what we do and are committed to making a difference.

Integrity

We are honest, respectful, and inclusive. We care about our colleagues and our community.

Agile

We adapt to all situations with flexibility and positivity. We are resilient in times of challenge.

Innovative

We are creative in solving problems and bold in trying out new ideas.

Collaborative

We work together, encourage diversity, and build strong relationships.

Why this role exists



Our strategy focuses on helping people:

Be Skilled

Supporting progression into education, employment and future careers through mentoring, qualifications, and digital inclusion. We will increase attendance in schools and college. Reduce those not in education, employment or training and help more people into work.

Be Connected

Creating belonging, reducing loneliness, and building inclusive communities. We will reduce loneliness, improve health, happiness and life satisfaction and foster friendships and relationships.

Be Well, Play Well

Harnessing sport and physical activity to be well and play well. We will increase participation, improve physical activity and strengthen mental wellbeing. Every member of staff contributes to one or more of these outcomes.

Our Ambition (2025–2030)

We are committed to:

Being Bold

Continuously improving through growth, innovation, learning and ambition.



Being Collaborative

Strengthening impact through creative collaboration with our club and other key partners.



Being There

A constant, trusted and inclusive presence across our communities in-person and virtually.



We are recruiting people who want to help deliver this ambition.

Why work with us



Working at Foundation of Light means:

- Making a real difference every day
- Working with passionate, purpose-driven colleagues
- Being part of a trusted community organisation
- Opportunities to innovate and grow professionally
- Helping shape the future of the region

Our people reflect the communities we serve and building trusted relationships is at the heart of everything we do

The Role

Job Description

Job Title	Receptionist - Part Time 20 hours (shifts will include weekend work and may include Bank Holidays)
Job Holder	
Responsible to:	Reception/Customer Service Lead
Responsible for:	Daily operation of Beacon of Light reception
Hours:	20 hours
Salary Band:	£23,370-£23,790 pro rata
Main Duties:	1. Supporting colleagues with administrative or practical tasks 2. Preparing materials, documents, or equipment for activities 3. Responding to basic queries and maintaining records

1. Supporting colleagues with administrative or practical tasks

- Provide a professional customer service whilst performing reception duties during facility opening hours. (This may include a variety of shift patterns including weekends, evenings and some bank holidays)
- To deal with all enquiries/bookings effectively and efficiently which will include extensive use of computerised booking system. This will involve use of a computer workstation for which full training will be given in compliance with Health & Safety Display Screen Equipment Regulations.
- To provide first aid on site and be the main contact for emergency services.
- Ensure accidents and incidents are reported on the Foundation internal reporting system.
- Provide support to customers with online booking enquiries.
- Handle any initial customer complaints before passing on to the Lead Receptionist Duty Manager.
- To assist with café function when required and maintain high levels of customer service whilst operating Yard Nine.

2. Preparing materials, documents, or equipment for activities

- Act as a first point of contact to all Beacon of Light resident partner visitors e.g., Beacon of Light School, Siblings Nursery, MPCT and NHS.
- Ensure effective management of all call handling procedures.
- To ensure all users or visitors to the facility are informed of forthcoming promotions, and other activities.
- To ensure administration is completed in line with the Standard Operations Procedures
- To support the Duty Manager and Fire Warden teams by acting as first responder during fire alarm activations or emergency situations.
- Ensure all bookings are pre-paid before use and all deposits are collected for hire equipment where necessary.
- Ensure all transactions are administered on receipt of payment and all monies are accounted for and reconciled regularly throughout each shift as per standard operating procedures.
- Ensure reception is secure and that all cash is processed discreetly away from customers' view and that a vigilant approach to security matters is adopted.

3. Responding to basic queries and maintaining records

- To provide administration and clerical backup for the management team which will include word processing, co-ordination of all reception paperwork, maintenance of databases and production of facility reports.
- Ensure Company reporting procedures are followed at all times
- To proactively assist in the promotion of the facility and its services.
- To comply with the Company Health & Safety policy and ensure all duties are carried out with due regards for staff and customers Health & Safety.
- Such other duties as may be necessary from time to time, compatible with the nature of the post. It should be noted that this list is not exhaustive and serves simply to give an overall view of the position and key responsibilities of the post.

Other duties:

You will be required to undertake other duties from time to time as required. Any potential permanent changes to your role will be discussed, and agreement reached prior to being undertaken. You will be notified of any permanent change in writing. In addition to your normal duties, you may be required to undertake additional or other duties as necessary to meet the needs of the Foundation of Light.

Behaviour and professional expectations:

- Maintain working practices in line with Foundation of Light Equality and Diversity, Health and Safety and Safeguarding policies; self-awareness of own responsibility in these areas
- Ensure regulatory and legislative requirements are met at all times
- Conduct should reflect the Staff Behaviour Policy (Code of Conduct); uphold Foundation core values (as shown below) at all times
- Maintain the highest level of professionalism and confidentiality.
- Attend working groups and CPD session as required.
- Build strong internal relationships.
- Work in collaboration with colleagues to achieve the end goal.
- Ensure positive organisational messages and culture are maintained.
- Contribute to good housekeeping across all Foundation sites and equipment.
- Follow the laid down policies and procedures at all times.

Equality, Diversity and Inclusion Statement:

All individuals will be treated equally and fairly in the application of this procedure. All reasonable requests to accommodate requirements in terms of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation will be made.

Safeguarding Statement

We expect all staff, volunteers and partners to share our commitment to maintaining a culture of vigilance, and believe that all staff, volunteers and partners have a responsibility to report any concerns about the welfare of any child, young person or adult at risk.

Foundation of Light Values:

Innovative, Passionate, Excellence, Collaborative, Integrity, Agile.

Who we're looking for

We want people who:

- Build meaningful relationships
- Are motivated by social impact
- Work collaboratively
- Adapt positively to change
- Use insight to improve outcomes
- Champion equality and inclusion
- Promote a safe and friendly atmosphere



Skills and Experience

PERSONAL SPECIFICATION

Requirement	Essential (E) or Desirable (D)	How Assessed (CV, Interview, Observation)
Skills and Abilities:		
Communication, oral and written	E	I
Planning and control	E	I
Teamwork	E	I
Work on own initiative	E	I
Conflict handling and resolution	E	I
Ability to work under pressure	E	I
Multi-tasking	E	I
Interpersonal	E	I
Personal Attributes:		
Self-motivated, able to use own initiative, confident and persistent	E	I
Commitment to the Foundation of Light's objectives and values	E	I
Positive and enthusiastic	E	I
Punctual and reliable	E	I
Commitment to personal and professional development	E	CV
High aspirations and highest standards for young people	E	I
Non-judgemental, open-minded attitude	E	I
Flexibility in working, and positive approach to change	E	I
Able to work in the evenings and at weekends	E	I
Employs a creative and imaginative approach to working	E	I
Access to good internet at home, and a space to work effectively from home if required	E	I
Current driving licence	D	I
Knowledge and Understanding:		
First Aid at Work	E	CV
Safeguarding	E	CV
Football and other sports leagues (including junior)	D	I
Understanding:		
Delivery of exceptional customer service	E	CV
The need to work flexible hours to meet the needs of the business	E	I
Workplace behaviours and conduct	E	I
Commerciality	D	I
Experience:		
Minimum of 2 years customer service experience	E	CV
Monitoring, evaluation and reporting mechanisms	D	CV
Qualifications:		
First Aid at Work	E	Certificate
GCSE Mathematics and English at Grade C or above	D	CV
Customer Service qualifications	D	CV

Our Culture

We are Powered by People, Driven by Purpose

We encourage curiosity, innovation and collaboration. Staff are trusted to bring ideas, shape programmes and continuously improve how we serve communities.

We believe in:

- Psychological safety
- Continuous learning
- Inclusive leadership
- Community-first thinking

“

Wearing the Sunderland badge every day isn't just part of the job - it's a privilege. Being part of an organisation that helps support the local community, with the club at its heart, feels like the perfect way to give back to the place that has given me so much.

Anth Parkinson
Foundation of Light staff

”



Equality, Diversity and Inclusion



Equality, diversity and inclusion are embedded across our strategy and delivery. We actively encourage applications from people of all backgrounds, particularly those under-represented within our sector.

Safeguarding Commitment

Foundation of Light is committed to safeguarding children, young people and vulnerable adults. All roles are subject to appropriate safeguarding checks including DBS clearance where required.



Staff Benefits



- Yearly eye tests
- Holiday purchase scheme
- Staff Pension
- Cycle to Work Scheme
- Flexible Working
- Better Health at Work
- Star Player
- Death in Service Policy
- Staff SAFC kit
- Christmas Shopping Day
- Access to Health Assured Health Care Service
- 10% Discount at Siblings Nursery
- Employee Shopping Discount Portal
- Access to HR Consultants Oculus Mental Health Wellbeing
- x2 SAFC Tickets and 20% shop discount
- Staff away days
- Access to Chaplain
- Funded Training
- Christmas Party
- Priority Access to SAFC tickets and events

How to apply



Please submit:

- CV
- Supporting statement outlining how you meet the role criteria and our values

Finally

Everyone has a part to play in helping our communities thrive.

Join us, and help turn potential into reality.

“

Best place in the world to work.

Jack Gray

Foundation of Light staff

”



