IKAMVA LABANTWANA BETHU

Supporting learning, opportunity and child wellbeing

Receptionist

LOCATION Cape Town | **PROGRAMME / FUNCTION** Front Office

About Ikamva Labantwana Bethu

Ikamva Labantwana Bethu is a community-based non-profit organization operating in the Western Cape (Crossroads and Nyanga) and Eastern Cape (Paterson and Tarkastad). The organization is committed to transforming communities affected by poverty, crime, and social challenges into safe, thriving, and sustainable environments.

At the heart of its work is a commitment to improving the lives of children and young people through access to quality education, skills development, foster care support, and employment creation initiatives. Ikamva Labantwana Bethu empowers children to reach their full potential while equipping out-of-school youth with practical life skills, vocational competencies, and opportunities for economic participation.

Position purpose

Provide professional front-office and switchboard support so that children, caregivers, partners, visitors and staff are received respectfully and enquiries are handled efficiently.

Role context

The Cape Town reception area is often the first point of contact for children, families, prospective volunteers, community members and service providers. Friendly service must operate alongside strict visitor, privacy and child-safeguarding controls.

Key responsibilities

Programme and day-to-day delivery

- Welcome visitors, verify their purpose and follow the branch's visitor registration and access procedures.
- Answer and direct telephone calls, manage general email enquiries and accurately record messages.
- Maintain an orderly reception environment and provide clear information about ILB services without disclosing confidential records.
- Coordinate appointments, visitor notices, meeting-room bookings and relevant front-desk calendars.

Coordination, safety and service quality

- Receive, log and distribute correspondence, deliveries, stationery and office information.
- Assist with routine data entry, enrolment administration and document filing while maintaining data quality.
- Escalate urgent child welfare concerns, incidents and safeguarding disclosures without investigating cases independently.
- Work with administrators and programme teams to support event registration and everyday office logistics.

Front-of-house coordination and information integrity

- Confirm the authorisation of visitors and any person collecting a child, referring exceptions to programme staff rather than making an unauthorised release decision.
- Maintain current contact directories and approved service information so callers are referred to the right team promptly.
- Record enquiries and unresolved messages in a follow-up log and close the loop with staff responsible for the response.
- Assist with controlled distribution of forms, parent notices, meeting invitations and programme information in clear and accessible language.
- Protect paper registers and computer screens from public view and ensure confidential discussions take place away from the waiting area.
- Support emergency contact procedures, including accurate details of the incident and immediate notification to the designated staff member.

Expected results and service standards

- Visitors are received promptly and site-access procedures are applied consistently.
- Telephone, email and reception enquiries are accurately logged and routed.
- Visitor and beneficiary information is protected from unauthorised disclosure.

Minimum requirements and experience

- Matric or equivalent qualification.
- At least one year of reception, switchboard or office-administration experience is preferred.
- Confident telephone etiquette, customer service and communication in English and relevant local languages.
- Basic Word, Excel, email, electronic filing and office-equipment skills.
- Ability to manage personal information discreetly and remain calm in a busy community-facing environment.
- Able to handle sensitive family situations calmly and direct them to appropriate staff without giving unqualified advice.

Core competencies

Courtesy; accuracy; organisation; discretion; effective communication; calm problem-solving.

Working relationships

Works with the Branch Coordinator, administration, programme personnel, security and approved visitors or caregivers.

Safeguarding, confidentiality and professional conduct

All personnel must protect the dignity, privacy and rights of children and young people; maintain appropriate professional boundaries; follow ILB's safeguarding, incident-reporting and confidentiality processes; and complete suitability checks applicable to their duties. Concerns about abuse, neglect or exploitation must be referred promptly through authorised channels, not investigated informally by unqualified staff.

How to apply

- Interested candidates are invited to apply by submitting a comprehensive CV and a motivation letter via email to ikamvajobs@ikamvalabantwana.org
- Applications must be received no later than 11 December 2026 at 12:00 PM. Late applications will not be considered.
- Only shortlisted candidates will be contacted. If you do not receive feedback within six weeks of the closing date, please consider your application unsuccessful.