Northumberland County Council

**JOB DESCRIPTION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Post Title:** Receptionist | | **Director/Service/Sector:**  Property Services | | **Office Use** |
| **Band:** 2 | | **Workplace:**  Northumbria House, Cramlington | | JD 3397 |
| **Responsible to:**  Facilities Management Supervisor | | **Date:**  May, 2018 | **Manager Lever:** N/A |
| **Job Purpose:**  To provide an efficient and effective front line reception service for all visitors to Northumbria House  To promote and maintain the good corporate image of the Council.  To provide an efficient and effective service ensuring, post is sorted and circulated.  Provide administrative support to Property Services. | | | | |
| **Resources** | Staff | Responsibility for demonstrating own duties (ie, reception, post tasks and processes) | | |
| Physical | | Ensuring data is input and maintained accurately. Careful use of allocated tools, equipment and facilities. | | |
| Clients | | Council employees, members of the public, public, private and voluntary sector organisations. | | |
| **Duties and key result areas:**   1. Act as first point of contact for visitors, taking responsibility for ensuring the visitor’s needs are met and that their host is contacted. 2. Provide accurate and up to date information and advice to assist visitors in using the building and its facilities. 3. Ensure those customers requiring assistance within the building receive it. 4. Control access, issue security passes and record visitors. 5. To maintain the reception area, ensuring displays are tidied, are up to date and the area meets health and safety requirements. 6. Ensure incoming mail received from the Royal Mail, internal courier and other parties is sorted promptly in accordance with agreed standards. 7. Ensure all outgoing mail is prepared and dispatched on time. 8. Liaise with service departments to ensure mail is sorted to meet their needs. 9. Utilise relevant ICT systems to maintain accurate and up to date records, files and statistical information 10. Receive and record details of compliments, comments and complaints and provide advice and guidance to customers. 11. Provide administrative support to the needs of the service 12. Liase with internal and external partners to build relationships, solve enquiries and provide feedback on services. 13. Maintain high standards of customer care at all times and promote a culture of service excellence. 14. Contribute to the continuous improvement of the service.   The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | | |
| **Work Arrangements** | | | | |
| Transport requirements:  Working patterns:  Working conditions: | | None.  Office hours. Note - some evening working may be requred on occasions.  Office based. | | |

Northumberland County Council

**PERSON SPECIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Post Title:** Receptionist | **Director/Service/Sector:** Fire and Rescue | | | Ref: 3139 |
| **Essential** | **Desirable** | **Assess by** | | |
| **Knowledge and Qualifications** | | | | |
| * A good general education * A sound working knowledge of the procedural and practical issues relating to customer services. * An awareness of and interest in the current issues facing the council and the services it provides. * Appreciates the relationship between customer care, cost, quality and performance. * Willing to undertake appropriate training. | * GNVQ Customer Care Level 2 * CLAIT or equivalent | | Application A, B  Sight of original certificates A, B  Interview | |
| **Experience** | | | | |
| * Direct contact with the public. Giving help, advice and information. * Proficient in using IT word processing, database and spreadsheet packages | * Dealing with a wide range of services * Dealing with others at different organisational levels * Post room operations * Gathering, organising and managing information * Working in an environment governed by clear processes and procedures | | Testing B  Application A, B C, D, E, F, G  Reference A, B  Interview | |
| **Skills and competencies** | | | | |
| * IT literate * Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources * Communicates clearly orally and in writing * Ability to ensure tasks are completed to time and standard * Able to organise own workload * Able to work methodically * Customer oriented | * Negotiation skills * Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone | | Application A  Interview B, C, D, E, F  Testing A  Interview | |
| **Physical, mental and emotional demands** | | | | |
| * Excellent verbal communication skills with the ability to facilitate open discussion in order to determine service provision requirements * Must be able to work as part of a team * Enthusiastic and committed * Proactive approach to problem solving and customer care * Ability to work calmly and accurately under pressure * Flexible approach |  | |  | |
| **Motivation** | | | | |
| * A corporate orientation and commitment to tackling issues across departmental boundaries. * Dependable, reliable and good time keeper. * Encourages and displays high standards of honesty, integrity, openness and respect for others. * Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued. * Proactive and achievement orientated * Works with minimal supervision |  | | Application  Interview: A, B, C, D, E. F | |
| **Other** | | | | |
|  |  | |  | |