South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: Receptionist (Best Start in Life)

GRADE: Band 3

RESPONSIBLE TO: Best Start in Life Partnership Manager

Overall Objectives of the Post:

The post will support the Best Start locality, providing efficient reception and clerical services to a specified centre and across the locality. The post holder will be the first point of contact for families accessing early years and other locality services. The post will require flexible working across the partnership and on occasion, across the wider Borough.

Key Tasks of the Post:

1. You will achieve these objectives by:

- Providing efficient support to the locality partnership and the wider early year service.
- Acting as the first point of contact for families accessing the early years provision.
- Undertaking reception duties, answering telephone and face to face queries from the public and professionals.
- Ensuring that the reception area is welcoming and tidy with all information displayed and up to date.
- Registering visitors and ensuring that they are accompanied to relevant location in the centre.
- Ensuring that all visitors understand the health and safety processes in the centre.
- Ensuring that all visitors are signed in and registered.
- Supporting in the setup of rooms and activities as required.
- Making contact with parents and families as requested.
- Ensuring that information about the centres on websites and social media is accurate and up to date, informing relevant officers of issues.
- Being computer literate, able to use programmes and software packages required by the partnership.
- Ensuring that there are processes for booking rooms and facilities in the centre and acting as the point of contact for bookings.
- Facilitating any refreshments required for meetings held in the centre.
- Ensuring there is systems in place for sending and receiving mail and operate these daily.
- Ensuring inventories for services are accurate and up to date.

- Managing petty cash for the centre, maintaining records and receiving payments.
- Supporting the centre in any inspection visit.
- Undertaking clerical tasks as directed.
- Being aware of all policies and procedures with particular reference to child protection and confidentiality reporting all concerns to designated persons.
- Undertaking any tasks requested deemed appropriate to the grade of the post.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: SC/KDS

Date: 12/06/2019