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| **Job Description** | |
| **Post title** | Receptionist |
| **JE Reference No** | A5740 |
| **Grade** | Grade 3 |
| **Service** | Regeneration, Economy and Growth |
| **Service Area** | Culture, Sport & Tourism – Culture Sport & Tourism Management |
| **Reporting to** | The post holder will be accountable to the Operations Officer and /or Duty Officer |
| **Location** | Your normal place of work will be Killhope Lead Mining Centre, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

**Work alongside:** Other Receptionists & Information Assistants

**Work with:** Museum Group colleagues

**Responsive to:** Customers, community groups, residents, statutory and non-statutory organisations and funding partners.

To provide a friendly, effective and efficient customer service at reception, welcoming visitors in person and on the telephone and dealing with bookings, payments and administrative tasks.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

To achieve and maintain high standards of customer care.

To take bookings, enquiries and payments in line with systems and standards.

To control entry into Killhope Lead Mining Centre, issuing tickets, receipts and equipment in a

welcoming, effective and efficient manner.

To actively sell all shop stock & complete relevant stock monitoring/stock checks.

To be responsible for the efficient and accurate operation of the computer based system including

email communication..

To provide administrative support as necessary in areas such as: the processing of bookings,

updating customer information, etc.

To ensure the facility reception and shop area is well presented.

To provide a first line of communication for enquiries, complaints, messages, etc., recording and

directing information to the appropriate location, section or person.

To provide information to customers on services, activities and products.

To collect payments and monies, cash up, reconcile takings and prepare banking in line with

procedures.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2, or equivalent, in a relevant area | * NVQ Level 3, or equivalent, in relevant area |
| Experience | * Experience in working in a customer service environment * Proven clerical or administrative experience * Cash handling | * Experience of work at a leisure facility * Worked in a commercial/sales orientated environment |
| Skills & Knowledge | * Excellent ICT skills * Effective communication and interpersonal skills * Highly organised * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post | * Sales techniques * Understanding of the leisure industry |
| Personal Qualities | * Will be required to work outside of normal office hours * Ability to work as part of team * Ability to use initiative * Ability to manage sensitive information appropriately * Flexible approach | * Travel is a desirable requirement of the post |