

**Job Description & Person Specification**

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| **Post Title** | Receptionist – Family Time Service | | | | |
| **JE Reference** | W161 | **Grade** | B+ | **SCP Range** | 11- 13 |

**Reporting line:**

Team Manager

Family Time Officer’s

Receptionist

# **Job Purpose:**

To provide an efficient, effective and courteous reception service on a Saturday for the Family Time Service.

# **Relationships:**

**Accountable to:** Team Manager

**Accountable for:** N/A

**General Contacts:**  Family Time Officer’s, Carers, Children and Young People and their family members, Health professionals.

# **Key duties and responsibilities:**

1. To provide a pleasant and welcoming manner to all users of and visitors to the Beach House.
2. To deal with all customer enquiries at reception, over the telephone and via email and internet promptly and courteously.
3. To be responsible for the taking of cash and card payments, safeguarding of cash and maintaining records of income, collating and reconciling all cash and card receipts.
4. To accept reservations for facilities and events, issue tickets and process booking information using computerised booking systems as appropriate.
5. To be responsible for the hire of equipment, safeguarding and issuing of valuables left in care and maintaining associated records.
6. To assist with the supervision of the public areas of the centre and report any difficulties or disturbances.
7. To ensure that equipment and refreshments are in place as required for events and activities.
8. To carry out general administrative duties including using MS Office applications to produce letters, reports, invoices and promotional materials as appropriate.
9. To maintain records of centre attendance figures and produce reports as required.
10. To assist with centre locking up procedures.

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated:** September 2021 **Author:** Claire Foxton

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| **POST TITLE** | **GRADE** |
| Receptionist | B+ |

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| **NOTE TO APPLICANTS**  Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | NECESSARY REQUIREMENTS | | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Previous experience of working in a reception or public facing role. * Some experience of general clerical duties. | * Experience of working in a youth or community setting * Experience of cash handling | A, I |
| **SKILLS AND ABILITIES** | * Good computer skills – Word Excel and Email * Good oral and written communication skills * Ability to work on own initiative within established procedures and guidelines. * Ability to work as part of a team. * Good organisational skills |  | A, I, C |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * Good general education including Maths and English at GCSE grade C or equivalent. | * I.T Level 2 qualifications * Customer Care Level 2 qualifications | A, I, C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours * Commitment to own continuous personal and professional development * Strong team player, committed to an ethos of continuous improvement | * Evidence of own continuous personal and professional development | A, I, C |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users | * Evidence of having completed training in equality and diversity awareness | A,I |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service | * Evidence of surpassing customer expectations or service targets / goals | A,I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE