

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance, Transformation & Performance		Service Area: Corporate Administration	
JOB TITLE: Visitor Services Officer			
GRADE: D			
REPORTING TO: Corporate Administration Team Leader			
1.	JOB SUMMARY: To deliver an efficient reception service along with associated administrative support. To maintain customer service excellence the post holder will be required to work at times across various Council reception sites.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1	To achieve and maintain high standards of customer care, to carry out a dedicated front facing role, that delivers a quality experience for all visitors.	
	2	To deal with phone calls and emails, to take messages and direct enquiries to officers where necessary ensuring they are all dealt with in a timely manner.	
	3	To greet visitors, manage their appointments and enquiries, and direct them to the right person or meeting room.	
	4	To ensure the reception areas are well presented and to supply refreshments and advice while visitors wait.	
	5	To take receipt of deliveries and incoming mail: receiving , sorting, and distributing daily post and packages.	
	6	To be peripatetic, working within a specialist Visitor Services Team covering other council reception areas when required, to ensure the continuous smooth running of service.	
	7	Use of visitor management system including pre-booking visitors on to the system and assisting visitors with logging their details and signing out . To include the issue of visitor ID badges.	
	8	To manage staff access and the use of security and communication systems where appropriate.	
	9	To perform assigned administrative duties where appropriate:	

		To include photocopying, filing, maintaining records, taking payments, reporting building issues and assisting with arrangements for contractors.	
3. GENERAL Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council. Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace. Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life. Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council. Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures. Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures. Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.			
	Name:	Signature:	Date
Job Description written by: (Manager)	Jo Bradley	Jo Bradley	31/07/2024
Job Description agreed by: (Post holder)			

			
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Job Description dated July 2024



PERSON SPECIFICATION

Job Title/Grade	Visitor Services Officer	D
Directorate / Service Area	Finance, Transformation & Performance	Corporate Administration
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Maths and English at GCSE Grade C/4 (or equivalent).	Has successfully completed or is working towards an NVQ Level 3 qualification in Customer Services (or equivalent).	Application form Selection Process Pre-employment checks
Experience	Demonstrable experience of:- Participating the delivery of high-quality customer services through face to face, telephone and e-mail.	Experience of:- - Using visitor management systems for recording and processing visitor information. - Receptionist experience	Application / Interview

	• Experience of Microsoft Office functions, including Teams, Word, Excel and Outlook. • General administrative experience. • Experience of working to timescales		
Knowledge & Skills	• Ability to communicate effectively with a range of stakeholders • Ability to communicate clearly both verbally and in writing. • Ability to deal politely, efficiently and courteously with a wide range of individuals. • Well-developed listening skills and the ability to assimilate information. • Ability to work as part of a team and to work independently. • Accuracy. • Organisational skills • Ability to prioritise tasks	• An understanding of the Council's core values and objectives • Understand the various needs of the Council's visitors and the impact on Customer Services.	Application form and selection process
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • Customer focus. • High personal standards to produce timely and quality work. • Highly motivated, energetic, winning, not easily discouraged. • A team player with a friendly and positive attitude.	• A pragmatic approach to problem solving	Application / Interview

Other requirements	Will be required to adopt a flexible approach to working hours and working locations to meet the needs of the service.		
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Person Specification dated July 2024

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Transformation & Performance	SERVICE AREA: Corporate Administration
JOB TITLE: Visitor Services Officer	
GRADE: D	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Corporate Administration Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		No
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		No
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		No

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		No
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		No

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		No
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		No
Working at Heights - Safety Critical: Employee will be required to work at a height .		No
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		No

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		No
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		No
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		No
Lone Working (including Home Working): Employee will be required to work alone.	Yes	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	Yes	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Jo Bradley

Date: 31/07/2024

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk