



# JOB PROFILE

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<b>Post Title:</b>	Receptionist
<b>Portfolio:</b>	Central Support Service
<b>Responsible to:</b>	Administration Team Leader
<b>Responsible for:</b>	No direct reports
<b>Grade:</b>	Band A

## Job Purpose

To improve the lives of all within our community and help the island thrive by undertaking telephonist and receptionist duties.

## Main Duties and Responsibilities

1. Answer the main telephone, screen and direct calls as necessary, and take and relay messages accurately and promptly.
2. Provide accurate general information to callers and visitors and deal with general queries from the public, service users and customers. Refer more technical queries appropriately.
3. Ensure a positive and professional public face for the reception point: welcome visitors, direct them to their correct destination, maintain an awareness of staff movements in and out of the site, monitor visitor access and maintain security awareness.
4. Support in the preparation of site facilities for meetings or other events: preparation of tea/coffee facilities, set up furniture or equipment, clear rooms after use including washing and packing away crockery and cutlery.
5. Take room bookings/reservations and update the appropriate system to track usage.
6. Assist with receiving and despatching office mail and assist with the delivery of urgent mail.
7. Assist with emergency evacuation procedures as detailed in the Emergency Evacuation Plan. This includes ensuring evacuation procedures and information leaflets are placed in the appropriate areas.
8. Assist with photocopying, shredding, filing, collating and binding documents and other general clerical duties when requested. Enter data into appropriate systems.
9. Support the Administration Assistant in undertaking general office duties e.g. ensuring an adequate supply of office supplies is maintained; purchasing cleaning, stationary or admin items locally for the office.
10. Ensure service users receive timely responses to their telephone and email enquiries and process all associated paperwork in a timely manner.



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## Special Conditions

Occasional out-of-hours working in order to support service delivery may be required. Excellent customer service skills to manage difficult, upset or irate customers.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

## Core Competency Framework

Competency	Level
<b>Professional Development:</b> N/A	i
<b>Planning &amp; Delivery of Work:</b> Manages own work to deliver on time and produces good quality work. Meets the agreed performance standard.	i
<b>Analysis and use of Information:</b> Resolves day-to-day problems with own work. Clearly identifies day-to-day problems to line manager when unable to resolve. Attentive to detail. Interprets basic written information.	i
<b>Decision Making:</b> Solves own day-to-day problems which have little or no impact on others. Willing to take decisions within own role. Shares appropriate and timely information with others. Applies sound logic to simple decision making and problem solving.	i
<b>Working with Others:</b> Understands the impact of own behaviour on work relationships. Treats all people with respect. Responds and listens to others.	i
<b>Communication:</b> Actively listens to people. Communicates clearly and effectively either orally or by some other method. Is able to understand instructions.	i
<b>Influencing and Persuading:</b> Is receptive to constructive feedback. Expresses a difference of opinion in an appropriately controlled and constructive manner. Supports team members working on the same or related work activities. Seeks clarification to ensure requests are understood.	ii
<b>Dealing with Change:</b> Readily incorporates changes into the day-to-day work. Willing to learn new things and do things differently.	i



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<b>Continuous Improvement:</b> Open to learning new things. Able to identify own mistakes and take constructive action to prevent reoccurrence.	i
<b>Managing Resources:</b> Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
Basic Literacy Skills (Functional Skills English Level 1 or Level 2) sufficient to carry out well defined, routine processes or equivalent level of experience	E	√	
<b>Knowledge &amp; Experience:</b>			
Experience of providing great Customer Service, especially over the telephone	E		√
An understanding of how to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of working independently and as part of a team	E	√	√
<b>Skills and Abilities:</b>			
Understands the need for confidentiality	E	√	√
Excellent verbal communication and customer care skills and able to deal with customers from diverse backgrounds either by telephone or in person	E	√	√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		√
<b>Other:</b>			
Willingness to work flexibly	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

### Our Values

#### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### INTEGRITY

We communicate openly and we are honest, accountable and ethical.



## ***PERSON SPECIFICATION***

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### **TEAMWORK**

We work together and we support each other.

### **Professional or Career Progression Cadre Competency Framework**

Not applicable.