

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Receptionist	<b>Director/Service/Sector:</b> Property Services		<b>Office Use</b> JD 3422
<b>Band:</b> 2	<b>Workplace:</b> Northumbria House, Cramlington		
<b>Responsible to:</b> Facilities Management Supervisor	<b>Date:</b> May, 2018	<b>Manager Lever:</b> N/A	
<b>Job Purpose:</b> To provide an efficient and effective front line reception service for all visitors to Northumbria House To promote and maintain the good corporate image of the Council. To provide an efficient and effective service ensuring, post is sorted and circulated. Provide administrative support to Property Services.			
<b>Resources</b>	Staff	Responsibility for demonstrating own duties (ie, reception, post tasks and processes)	
	Physical	Ensuring data is input and maintained accurately. Careful use of allocated tools, equipment and facilities.	
	Clients	Council employees, members of the public, public, private and voluntary sector organisations.	
<b>Duties and key result areas:</b> <ol style="list-style-type: none"><li>1. Act as first point of contact for visitors, taking responsibility for ensuring the visitor’s needs are met and that their host is contacted.</li><li>2. Provide accurate and up to date information and advice to assist visitors in using the building and its facilities.</li><li>3. Ensure those customers requiring assistance within the building receive it.</li><li>4. Control access, issue security passes and record visitors.</li><li>5. To maintain the reception area, ensuring displays are tidied, are up to date and the area meets health and safety requirements.</li><li>6. Ensure incoming mail received from the Royal Mail, internal courier and other parties is sorted promptly in accordance with agreed standards.</li><li>7. Ensure all outgoing mail is prepared and dispatched on time.</li><li>8. Liaise with service departments to ensure mail is sorted to meet their needs.</li><li>9. Utilise relevant ICT systems to maintain accurate and up to date records, files and statistical information</li><li>10. Receive and record details of compliments, comments and complaints and provide advice and guidance to customers.</li><li>11. Provide administrative support to the needs of the service</li><li>12. Liase with internal and external partners to build relationships, solve enquiries and provide feedback on services.</li><li>13. Maintain high standards of customer care at all times and promote a culture of service excellence.</li><li>14. Contribute to the continuous improvement of the service.</li></ol> <p>The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</p>			

Work Arrangements	
Transport requirements:	None.
Working patterns:	Office hours. Note - some evening working may be required on occasions.
Working conditions:	Office based.

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**PERSON SPECIFICATION**

<b>Post Title:</b> Receptionist		<b>Director/Service/Sector:</b> Fire and Rescue	Ref: 3422
<b>Essential</b>		<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>			
<ul style="list-style-type: none"> <li><input type="checkbox"/> A good general education</li> <li><input type="checkbox"/> A sound working knowledge of the procedural and practical issues relating to customer services.</li> <li><input type="checkbox"/> An awareness of and interest in the current issues facing the council and the services it provides.</li> <li><input type="checkbox"/> Appreciates the relationship between customer care, cost, quality and performance.</li> <li><input type="checkbox"/> Willing to undertake appropriate training.</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> GNVQ Customer Care Level 2</li> <li><input type="checkbox"/> CLAIT or equivalent</li> </ul>	Application A, B Sight of original certificates A, B Interview
<b>Experience</b>			
<ul style="list-style-type: none"> <li><input type="checkbox"/> Direct contact with the public. Giving help, advice and information.</li> <li><input type="checkbox"/> Proficient in using IT word processing, database and spreadsheet packages</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Dealing with a wide range of services</li> <li><input type="checkbox"/> Dealing with others at different organisational levels</li> <li><input type="checkbox"/> Post room operations</li> <li><input type="checkbox"/> Gathering, organising and managing information</li> <li><input type="checkbox"/> Working in an environment governed by clear processes and procedures</li> </ul>	Testing B Application A, B C, D, E, F, G Reference A, B Interview
<b>Skills and competencies</b>			
<ul style="list-style-type: none"> <li><input type="checkbox"/> IT literate</li> <li><input type="checkbox"/> Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources</li> <li><input type="checkbox"/> Communicates clearly orally and in writing</li> <li><input type="checkbox"/> Ability to ensure tasks are completed to time and standard</li> <li><input type="checkbox"/> Able to organise own workload</li> <li><input type="checkbox"/> Able to work methodically</li> <li><input type="checkbox"/> Customer oriented</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Negotiation skills</li> <li><input type="checkbox"/> Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone</li> </ul>	Application A Interview B, C, D, E, F Testing A Interview
<b>Physical, mental and emotional demands</b>			
<ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent verbal communication skills with the ability to facilitate open discussion in order to determine service provision requirements</li> <li><input type="checkbox"/> Must be able to work as part of a team</li> <li><input type="checkbox"/> Enthusiastic and committed</li> <li><input type="checkbox"/> Proactive approach to problem solving and customer care</li> <li><input type="checkbox"/> Ability to work calmly and accurately under pressure</li> <li><input type="checkbox"/> Flexible approach</li> </ul>			
<b>Motivation</b>			
<ul style="list-style-type: none"> <li><input type="checkbox"/> A corporate orientation and commitment to tackling issues across departmental boundaries.</li> <li><input type="checkbox"/> Dependable, reliable and good time keeper.</li> <li><input type="checkbox"/> Encourages and displays high standards of honesty, integrity, openness and respect for others.</li> </ul>			Application Interview: A, B, C, D, E. F

<div><div><input type="checkbox"/></div><div>Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued.</div></div> <div><div><input type="checkbox"/></div><div>Proactive and achievement orientated</div></div> <div><div><input type="checkbox"/></div><div>Works with minimal supervision</div></div>		
<b>Other</b>		
<div><div><input type="checkbox"/></div><div></div></div>		