Northumberland County Council
JOB DESCRIPTION

Post Title: Receptionist	**Director/Service/Sector:** Corporate Services –Registration, Coronial & Development Services	**Office Use**
Band: 3	**Workplace:** County Hall and Town Hall	JE ref: 2989 HRMS ref:
Responsible to: Business Support Officer	**Date:** May 2021 **Manager Lever:** N/A	

Job Purpose: To provide an efficient and effective front line reception service for all visitors to County Hall & Town Hall
To promote and maintain the good corporate image of the Council.
To provide an efficient and effective post room service ensuring post is sorted, circulated and dispatched on time, to standard.
Provide administrative support to Registration, Coronial & Development Services.

Resources Staff	Responsibility for demonstrating own duties (i.e. reception/ post room tasks and processes)
Finance	Ensure post charge records are maintained and franking machine is charged. Ensuring cash, credit/debit card payments are correctly attributed to accounts and services
Physical	Ensuring data is input and maintained accurately. Careful use of allocated tools, equipment and facilities.
Clients	Council employees, member of the public, public, private and voluntary sector organisations

Duties and key result areas:

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.
2. Provide accurate and up to date information and advice to assist visitors in accessing council or partner services or using the building and its facilities, including signposting to appropriate council departments or customer services, including some exposure to customers in dispute with the council.
3. Ensure those customers requiring assistance within the building receive it.
4. Control access to County Hall facility including in liaison with duty attendant via two-way radio; the issue of security passes to visitors to the facility including granting access to Public Access PCs within reception; record visitors to the facility;
5. To maintain the reception area, ensuring displays are tidied, are up to date and the area meets health and safety requirements, including responsibility for visitors' health and safety within the reception area.
6. Receive and account for any payments taken at reception, maintaining appropriate security of cash.
7. Utilise relevant ICT systems to maintain accurate and up to date records, files and statistical information.
8. Receive and record details of compliments, comments and complaints and provide advice and guidance to customers.
9. Ensure high volume of incoming mail received from the Royal Mail, internal courier and other parties is sorted promptly in accordance with agreed standards. Exposure to regular moderate manual handling.
10. Ensure high volume of outgoing mail is franked and sorted appropriately for pick up by internal courier, Royal Mail or other parties. Exposure to regular moderate manual handling.
11. Ensure all outgoing mail is prepared and dispatched on time.
12. Liaise with service departments to ensure mail is sorted to meet their needs.
13. Ensure that all post room equipment is used in accordance with operating instructions, health and safety requirements and security demands.

14. Ensure post room is organised and maintained to facilitate safe and efficient working by all users.
15. Maintain accurate records relating to the charging for outgoing and internal mail.
16. To act as a Fire Warden for County Hall and the Town Hall.
17. Liaise with internal and external partners to build relationships, solve enquiries and provide feedback on services.
18. Provide administrative support to the needs of the service.
19. Maintain high standards of customer care at all times and promote a culture of service excellence.
20. Contribute to the continuous improvement of the service.
21. Reception of emergency services, including ambulance and fire service and responsibility during evacuation in fire emergency.
22. Responsibility for demonstrating own duties or giving advice or guidance to new employees or others.
23. Provide cover to NCC and partner organisation reception functions as required

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.

Work Arrangements

Transport requirements:	Some travel between council offices may be required.
Working patterns:	Some weekend and evening working may be required.
Working conditions:	Office based. Some exposure to customers in dispute with the council. Regular exposure to moderate manual handling.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Receptionist	**Director/Service/Sector:** Corporate Services –Registration, Coronial & Development Services	Ref: 2989
Essential	**Desirable**	**Assess by**
Knowledge and Qualifications		
❑ A good general education – 5 GCSE's or equivalent including English and Maths (A) ❑ A sound working knowledge of the procedural and practical issues relating to customer services (C) ❑ An awareness of and interest in the current issues facing the council and the services it provides (E) ❑ Appreciates the relationship between customer care, cost, quality and performance (F). ❑ Willing to undertake appropriate training (G)	❑ GNVQ Customer Care Level 2 (B) ❑ Fire Warden Trained (D)	Application A, B, D, E, F, G Sight of original certificates A, B Interview C, E, F, G
Experience		
❑ Demonstrate significant experience of direct face to face contract with the public giving help, advice and information (A). ❑ Proficient in using IT, database and spreadsheet packages (C)	❑ Dealing with a wide range of services (B) ❑ Dealing with others at different organisational levels (D) ❑ Post room operations (E) ❑ Gathering, organising and managing information (F) ❑ Working in an environment governed by clear processes and procedures (G)	Application A, B C, D, E, F, G Reference A Interview A, B, C, D, E, F & G
Skills and competencies		
❑ IT literate (A) ❑ Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources (C) ❑ Communicates clearly orally and in writing (D) ❑ Ability to ensure tasks are completed to time and standard (E) ❑ Able to organise own workload (F) ❑ Able to work methodically (G) ❑ Customer oriented (H) ❑ Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone (I)	❑ Negotiation skills (B)	Application A B, C, D, E, F, G, H & I Interview B, C, D, E, F, G, H & I
Physical, mental and emotional demands		
❑ Must be able to work as part of a team (A) ❑ Enthusiastic and personable (B) ❑ Proactive approach to problem solving and customer care (C) ❑ Ability to work calmly and accurately under pressure (D) ❑ Flexible approach (E)		Application & Interview: A, B, C, D, E

Motivation		
❑ A corporate orientation and commitment to tackling issues across departmental boundaries (A). ❑ Dependable, reliable and good time keeper (B). ❑ Encourages and displays high standards of honesty, integrity, openness and respect for others (C). ❑ Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued (D). ❑ Proactive and achievement orientated (E) ❑ Works with minimal supervision (F)		Application & Interview: A, B, C, D, E. F
Other		
❑ Ability and willingness to travel between council offices within Northumberland as required (A). ❑ Flexible working as determined by the requirements of the service. Weekend and evening working may be required (B)		Interview A, B