

**Job Description****Environment & Regeneration Department**

<b>Post Title</b>	<b>Receptionist – Level 2</b>		
<b>Post Number</b>	<b>BG09662</b>	<b>Grade</b>	<b>Grade 2</b>
<b>Base</b>	<b>General Offices</b>	<b>Hours of Work</b>	<b>37 hours per week</b>
<b>Car User Allowance</b>	<b>None</b>	<b>Disclosure</b>	<b>None</b>
<b>Contact</b>	<b>Facilities Manager, General Offices</b>	<b>Updated</b>	<b>June 2012</b>

**Principal Job Purpose**

Responsible to: Facilities Manager, General Offices

Responsible for: Providing a reception service and clerical support to the General Offices.

**Principal Accountabilities**

1. To provide a telephone and reception service for the General Offices.
2. To be the first point of contact for all visitors.
3. To deal with all telephone enquiries and face to face enquiries and to signpost the visitor to the appropriate section.
4. Responsible for registering incoming and outgoing mail and the distribution of correspondence.
5. Responsible for the booking of function rooms, quotation and invoicing.
6. To handle small amounts of cash on Reception.

7. To comply with the relevant sections of the Authority's policy statement of Health, Safety and Welfare at Work.
8. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
9. This Job Description is aimed at covering all duties commensurate to the grade of the post, but may be amended if required.

# Person Specification – Non Managerial

## 1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Business Administration NVQ Level 1 or equivalent qualification.	Essential	✓			
Customer Care NVQ Level 1 or equivalent qualification.	Essential	✓			
Possession of Community Ambassador qualification and World Host training.	Desirable	✓			
Experience of working in a reception environment, including their working practices and dealing with members of the public.	Essential	✓	✓		✓
Experience in the use of IT and a variety of computer software packages, including Microsoft Office.	Desirable	✓	✓		✓
<b>Knowledge/Skills</b>					
Knowledge of the functions required within a reception area.	Essential	✓	✓		
The ability to deal confidently with people face to face and over the telephone.	Essential	✓	✓		
The ability to deal with a range of enquiries including signposting with the local area, therefore a knowledge of the facilities would be required.	Desirable	✓	✓		

## 2. Special Requirements

	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Willingness to undertake additional qualifications to the benefits of the role.	Essential	✓	✓		
Ability to communicate through the medium of Welsh, or a commitment to undertake Welsh Language Development.	Desirable		✓		

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the service</b>	Plans ahead, organises work in advance		✓		✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary		✓		✓
	Sees tasks through to completion whenever possible		✓		✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge		✓		✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Providing Excellent Customer Service</b>	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Team Working</b>	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation	✓	✓		✓