

ROLE DESCRIPTION

Role Title	Business	Reports to
Receptionist (part time)	Facilities Management	Senior Facilities Officer (Civic Centre)

PURPOSE

The Receptionist is the face of BCP Council at the Civic Office's – the first person that staff, the public and visitors meet. It's their job to ensure that everything runs smoothly and to project a good image of the Council.

The Receptionist needs to have an ear to the ground and have a general overview of everything that's going on in the Civic Office's and the Council, from knowing which important meetings and events will be taking place to co-ordinating visitors, deliveries and appointments.

DIMENSIONS

Direct Reports: None	Budget Responsibility: None
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PRINCIPAL ACCOUNTABILITIES

To deliver the reception service at BCP Council Civic Office's in accordance with the Council Customer Services Protocols.

Daily tasks will include:

- Meeting and greeting the public, staff and visitors
- Co-ordinating Registrar appointments and booking rooms
- Co-ordinating parking permits and visitors to the car park
- Keeping the reception area tidy
- Answering and forwarding phone calls
- Sorting and distributing post
- Re-directing the public/visitors as required

Skills and Experience

- To be well organised, efficient and good with computer systems and manual records
- To have great people skills, being friendly and effective when dealing with customers face to face, on the telephone or in writing.
- Able to deal with difficult visitors whilst remaining polite
- To have polished communication skills
- To become fully acquainted with the duties and operation of the Town Hall main reception.
- To provide ad-hoc business support/administrative tasks appropriate to the role as required.
- To be confident yet have a warm and friendly manner
- Ability to multi-task, use initiative and work under pressure

Working Hours

Reception hours are split into 2 shifts. Shift 1 - Monday to Wednesday (24.75 hrs) 08:30 – 17:15 with 30 minutes for lunch. Shift 2 - Thursday to Friday (15.75 hrs) 08:30 – 17:15 with a 16:30 finish on Friday.

There is an expectation to provide cover for each other for absence, which includes annual leave and sickness.

General

- To wear uniform and safety equipment as required by the company.
- The above duties and responsibilities cannot define all the tasks which may be required of the post holder.

PERSON SPECIFICATION

Qualifications	A good standard of general education.
Knowledge / Experience	Reception or face to face customer experience, ideally in a public facing role Administrative experience and ability.
Technical / Business Skills / Ability	Good all round IT skills, primarily Microsoft Office applications including Outlook. Excellent communication skills both written and verbal. Ability to work within a multi-roled facilities team that provides services to a 1200 person office complex. Ability to work unsupervised.