



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Receptionist	Grade: Sc3
Section: Business Support Service – Childrens Services	Directorate: Children’s Services
Responsible to following manager: Business Support Team Manager	Responsible for following staff: n/a
Post Number/s: POS0011963	Last Review Date: July 2025

Working for the Richmond & Wandsworth Better Service Partnership

We’re Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children’s services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We’re here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That’s why, at Richmond & Wandsworth Better Service Partnership, you’ll be at the forefront of innovation in local government, and we’ll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

To provide a friendly and efficient reception service in multiple buildings, making sure that all visitors both service users, colleagues and partners feel welcomed and understand what services are available to them. Working as part of the greater Business Support Service supporting all areas of the Children's Service's Department.

Specific Duties and Responsibilities

- Meeting and greeting of all visitors and young people at centres when activities are taking place. Directing them appropriately and informing relevant staff/partner members in a professional and courteous manner. Ensuring all signing in and out procedures are followed.
- Answer all incoming calls, dealing sensitively and helpfully with callers, taking accurate messages and distributing messages to colleagues in a timely manner.
- Provide help and information to all staff and partners as required. To support families in accessing information about services via the Council website.
- Supports with the opening and closing of buildings as required, holding keys, key box and alarm codes to support this.
- Completes the relevant daily/weekly building checks for both inside and outside spaces.
- Ensures all building repairs and maintenance, is logged and reported to the appropriate department. Chases up outstanding works, ensuring they are completed in a timely manner. Coordinates and arranges access to buildings for contractors to carry out works.
- Undertakes Fire Marshall training and ensures that fire alarm testing is carried out weekly in accordance with council policy for all centres.
- Undertakes quarterly health and safety checks. Support various Health and Safety related tasks.

- Maintains all leaflets and flyers within buildings ensuring they are up to date and replenished; Update as required, the buildings information boards ensuring the information is current, up to date and relevant for our services and partners.
- Managing the centre room bookings including the setting up of spaces; ensuring provision of materials and equipment is available.
- Opening and distribution of all post received by Royal Mail and Wandsworth Couriers.
- To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
- Willingness to travel to different parts of the borough to cover buildings needing reception cover.
- Undertake all mandatory training where deemed necessary by the service.

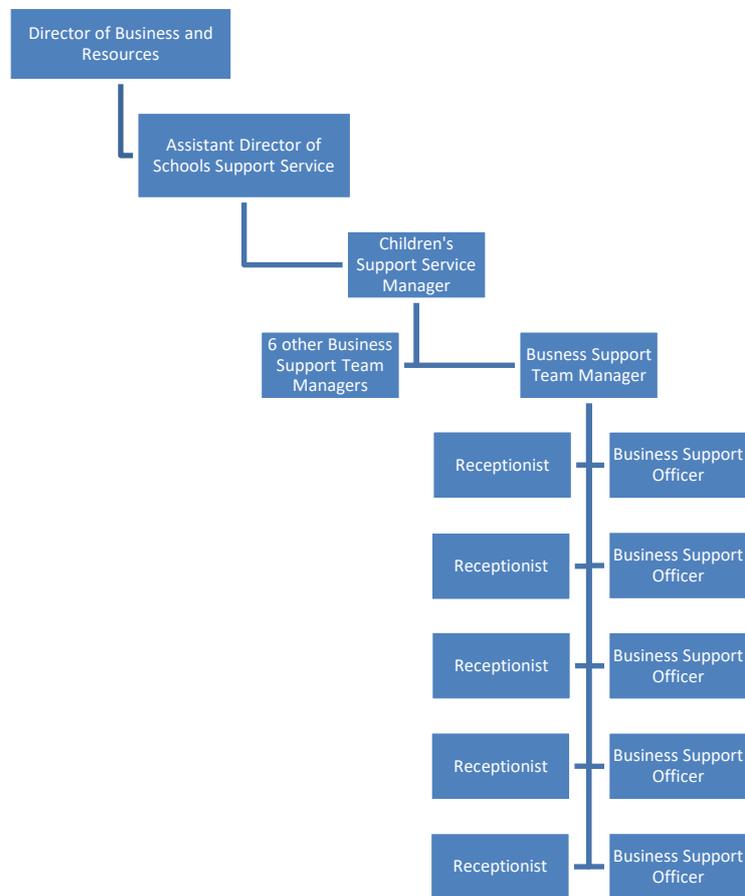
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.

- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Team structure

This post sits within the Business Support Team of the Children’s Services Department.



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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C
Knowledge	Essential	Desirable	Assessed
Sound knowledge and experience of Microsoft Office (all elements)	x		A/I
An understanding of the importance of confidentiality and understanding of safeguarding Children Young People		x	A/I
An understanding of Equal Opportunities		x	A/I

An understanding of Health & Safety within publicly accessible buildings		x	A/I
An understanding of GDPR and Data Protection		x	A/I
Willingness to learn and develop, attending training as appropriate	x		A/I
Experience	Essential	Desirable	Assessed
Experience of working on a busy reception or public facing environment	x		A/I
Skills	Essential	Desirable	Assessed
Ability to deal with competing demands through planning and prioritization.	x		A/I
Ability to deal sensitively, calmly and effectively with enquiries from staff and service users through a range of methods including phone and in person.	x		A/I
Able to confidently use a range of IT packages such as Office365	x		A/I
Qualifications	Essential	Desirable	Assessed
Educated to GCSE level C or above (or equivalent) in Mathematics and English.	x		C

A – Application form / CV

I – Interview

T – Test

C - Certificate