

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: Principal Business Support Officer	Responsible for following staff: n/a
Post Number/s: RWEHSOB02 RWEHSOT03 RWC7612	Last review date: December 2020

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

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.

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 manor. Ensure all signing in and out procedures are followed.

- Answers 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.
- Creates and maintains an inventory for all furniture and equipment, regularly checking to ensure its working and fit for purpose.
- 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.
- Able to confidently use a range of IT packages such as Office365.
- 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.

Additional Information

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To be fully aware of and understand the duties and responsibilities arising from the Children Act 1989 and amendments 2004 and Working Together in relation to.
- To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.
- To adhere to security controls and requirements as mandated by the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Team Structure

Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A&I / T / C
Knowledge	
Sound knowledge and experience of Microsoft Office (all elements)	A/I/T
An understanding of the importance of confidentiality and understanding of safeguarding Children Young People	A/I/T
An understanding of Equal Opportunities	A/I/T
An understanding of Health & Safety within publicly accessible buildings	A/I/T
An understanding of GDPR and Data Protection	A/I/T
Willingness to learn and develop, attending training as appropriate	A/I
Experience	

Experience of working on a busy reception or public facing environment.	A/I/T
Skills	
Ability to deal with competing demands through planning and prioritization.	A/I/T
Ability to deal sensitively, calmly and effectively with enquiries from staff and service users through a range of methods including phone and in person.	A/I/T

A – Application form / CV

I – Interview

T – Test

C - Certificate