



Job Description

JOB TITLE:	Receptionist
POST NUMBER:	29
SALARY RANGE:	SCP 8 - 10
GRADE:	6
REPORTS TO:	Team Manager
LOCATION:	Bournemouth, Dorset and Poole
LEVEL OF DISCLOSURE:	Enhanced

Job Purpose

1. As receptionist to be the first point of contact for service users both on the telephone and face to face.
2. To provide effective and efficient administrative and clerical services to support the work of the delivery team and Area Centre in accordance with corporate policy and procedures and to meet the needs of the business.
3. To ensure the reception area is tidy and is a welcoming area for all service users.
4. As part of the reception team, to ensure full cover during normal office hours as directed by the Area Director/Manager to meet the needs of the business.

Key Tasks and Responsibilities

1. To receive clients and other callers in a professional manner and ensure correct referrals to other staff and/or organisations, including booking appointments as appropriate.
2. To receive incoming telephone calls and ensure correct action and/or referral
3. To inform clients of the range of services available.
4. To promote the Company's services and products in accordance with corporate policy.
5. To maintain reception and other public areas in accordance with corporate standards.
6. To produce documents using Information Technology and other systems.
7. To input and extract data from IT systems.

8. To undertake filing, record keeping, handling mail and reprographics.
9. To maintain information systems.
10. To contribute to the induction and post-entry training of staff in accordance with corporate policy.
11. To input accurate data onto Insight and other company databases in line with Company policy.
12. To contribute to placements for students and trainees allocated to the Area Centre.
13. To operate as a member of the Area Centre team in the achievement of objectives and targets.
14. To monitor own work outputs and performance against targets set by the line manager.
15. To attend employee training and development activities as directed by the Line Manager.
16. To take reasonable care for own safety and that of others, to ensure that a safe working environment is maintained at all times, to use appropriate protective equipment when there is a requirement to do so, and to report any accidents/hazardous conditions to the Line/Area Manager/Director.
17. To undertake any other reasonable duties in connection with the job purpose as may be allocated by the Line /Area Manager/Director.

Performance Indicators

The Line Manager will set performance indicators for the postholder. The standards from which the performance indicators will be derived are:

- Achieve of work outputs.
- Compliance with quality management systems.
- Contribution to the achievement and retention of Investors in People status.
- Client and customer satisfaction rates.

Person Specification Receptionist

Qualifications and Training	Essential	Desirable
NVQ Level 2 in Administration, Customer Services or equivalent.		✓
Willingness to study for an NVQ level 2 in Customer Services.	✓	
Experience	Essential	Desirable
Information handling and research		✓
Information maintenance, storage and retrieval (paper systems and IT)	✓	
Skills and Knowledge	Essential	Desirable
Demonstrate excellent verbal and written communication skills.	✓	
Ability to answer the telephone in a professional and courteous manner.	✓	
Demonstrate a high level of accuracy eg filing, computer input.	✓	
Demonstrate excellent customer care skills	✓	
Excellent administrative and clerical skills	✓	
Proven ability to use ICT eg word processing, spreadsheets, presentation software and database, to extract and present information.	✓	
Demonstrate tact and persuasiveness.	✓	
Understanding of the requirements of the Data Protection Act in relation to maintaining/securing data.	✓	
Ability to follow written and verbal instructions;	✓	
Demonstrate excellent organisational skills including time management, planning, hitting deadlines, objective setting	✓	
Experience of producing spreadsheets		✓
Numeracy including familiarity with financial and statistical record keeping;	✓	
Disposition and Motivation	Essential	Desirable
Capacity to work individually without supervision	✓	
Capacity to work effectively within a team	✓	

Focused on outcomes	✓	
Demonstrate flexibility and responsiveness to change.	✓	
Demonstrate a positive and proactive approach to work.	✓	
Commitment to continuous professional development of self to maximise skills/experience.	✓	
Understanding of and commitment to equal opportunities.	✓	
Understanding of and commitment to Ansbury and Company Values	✓	
Empathy with other service partners	✓	
Job Circumstances	Essential	Desirable
Willing to undertake a criminal records bureau check for convictions and cautions (enhanced disclosure)/be registered with ISA.	✓	
Willing and able to work flexibly across the local area as directed by the Team Manager and to meet the needs of the business	✓	
Willing and available to work outside of normal working hours as required to fulfil the duties of the post.	✓	
Access to a car and ability to undertake travel as required to fulfil the duties of the post.		✓

Updated by: Julie Painter Date: August 2010