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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Profile Title:** | Receptionist | bmbccolb | | | | | |
| **Reports to:** | Learner Support and Engagement Officer |
| **Employee Supervision:** | None | **Grade:** | 2 | **Profile Ref:** | 92240 | | |
| **Purpose of the Post** | | | | | | | |
| To provide an efficient reception including initial, advice and guidance service for customers. | | | | | | | |
| **Responsibilities** | | | | | | | |
| * Maintain an initial diary system for the team; Signposting learners to the appropriate sessions and booking sessions as appropriate. | | | | | | | |
| * Deal with enquiries from internal stakeholders, external bodies (including community venues, awarding bodies and senior council members) as well as members of the public. | | | | | | | |
| * To receive visitors. | | | | | | | |
| * Maintain a signing out system for learner certificates and portfolios including filing and secure storage of certificates. | | | | | | | |
| * Responsible for maintaining / updating internal systems. | | | | | | | |
| * Undertake administrative duties whilst dealing with interruptions, queries and conflicting demands arising from customer queries and requests. | | | | | | | |
| * Maintain awareness of policies and procedures which impact on how the service is delivered. | | | | | | | |
| **Education and Training** | | | | | | **Measure** | **Rank** |
| * Level 2 qualification or equivalent (e.g. 4 GCSEs at Grades A\*-C). | | | | | | A/C | E |
| * Training on Microsoft Office e.g. Word, Excel, PowerPoint. | | | | | | A/C | D |
| **Relevant Experience** | | | | | | **Measure** | **Rank** |
| * Experience of working to and meeting strict deadlines. | | | | | | A/I | E |
| * Experience of verbal communication with a range of audiences including members of the public. | | | | | | A/I | E |
| * Knowledge of the importance of confidentiality and working safely. | | | | | | A/I | E |
| **General and Special Knowledge** | | | | | | **Measure** | **Rank** |
| * Knowledge of Microsoft Office applications | | | | | | A/I | E |
| * Overview knowledge of the services offered by the Council | | | | | | A/I | E |
| **Skills and Abilities** | | | | | | **Measure** | **Rank** |
| * Able to work to deadlines. | | | | | | A/I | E |
| * Able to communicate clearly, concisely diplomatically at all levels over telephone and face to face. | | | | | | A/I | E |
| * Able to take telephone enquiries and take messages when appropriate. | | | | | | A/I | E |
| * Able to work effectively as part of a team. | | | | | | A/I | E |
| **Additional Requirements** | | | | | | **Measure** | **Rank** |
| * Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. | | | | | | A/I | E |
| * Willing to undertake training and continuous professional development in connection with the post. | | | | | | A/I | E |
| * Work in accordance with the council's vision, priorities, values and behaviours. | | | | | | I | E |
| * Able to undertake any travel in connection with the post. | | | | | | A/I | E |