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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 |