

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Group:</b>	COMMUNITY AND CHILDREN'S SERVICES
<b>Division:</b>	Children's Services
<b>Section:</b>	Community Wellbeing and Resilience Service
<b>Sub Section:</b>	Children and Young People Service
<b>Post Title:</b>	Receptionist
<b>Vision Post Number:</b>	
<b>Grade:</b>	GR 3
<b>Responsible to:</b>	Children and Family Centre Co-ordinator
<b>Posts Reporting to this Post:</b>	None
<b>Team:</b>	Childcare Delivery Service
<b>DBS Required Level:</b>	Enhanced
<b>Location:</b>	Rhydyfelin Children and Family Centre Aman Children and Family Centre Penrhys Children and Family Centre
<b>Date of Description:</b>	January 2019

### KEY OBJECTIVES

- To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all our visitors, with the key aim of retaining and attracting new customers.
- To support smooth running of the Centre at all times

### SPECIFIC RESPONSIBILITY

1. To ensure and deliver excellent customer services at all times

2. To provide administrative support to the Children and Family Centre Co-ordinator teams based at the Children and Family Centre.
3. To check delivery of orders and reconcile with delivery notes
4. To undertake key holder duties to support opening, closing and alarming of the building as and when required.
5. To perform office duties including filing, use of photocopier, fax machine, computer and other office equipment.
6. To be responsible for maintaining a building diary, booking in meetings, training events and the use of community rooms.
7. Ensure signing in and out procedures are adhered to at all times.
8. Welcoming visitors and providing refreshments as and when requested as per the Children and Family Centre guidance.
9. Organising reception cover during times of absence and ensuring adequate cover for evening courses.
10. To deal with all enquiries in a professional and courteous manner, in person, on the telephone or via email.
11. Ensuring rooms are prepared for the required use, including setting up equipment.
12. Reporting and recording building maintenance issues in conjunction with RCT Health and Safety procedures.
13. To be the designated First Aider for the building.
14. To be the centre named fire warden and be responsible for evacuation in cases of emergency, acting as first point of contact for service users and the emergency services.
15. To undertake all office duties, including ordering of stationery, processing of incoming and outgoing mail, making appointments, updating diaries, taking messages and ensuring they are passed to the correct team or person.
16. To raise and goods receipt orders and process invoices for payment on the financial system in respect of goods and services received.
17. To manage a small petty cash float and its' reconciliations on a day to day and monthly basis.

18. To provide statistical information as and when required on use of the building.
19. To liaise with professionals and service users, by telephone, email or written communication, recording information accurately whilst maintaining a message system within the team.
20. Be involved and contribute at centre meetings.
21. To undertake training opportunities, receive regular supervision and participate in appraisal systems, within agreed time-scales.
22. To contribute to the provision of a quality, flexible service that promotes equality and celebrates diversity for children and their families.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

***Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).***

## PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE / EDUCATION</b>	<p>Knowledge of how an effective, efficient and responsive office operates.</p> <p>First Aid Training</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a></p>	<p>Welsh Language Level 2 - Level 5. Please refer to The Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a></p>
<b>EXPERIENCE</b>	<p>Experience of working as a receptionist</p> <p>Experience of working with databases, computer input and data retrieval</p> <p>Experience of liaising with a wide range of professionals.</p>	<p>Working in an Early Years setting</p>
<b>COMPETENCIES</b>	<b>Administrators Competency Framework</b>	
<b>Working in a Team</b>	<b>Will go 'over and above' what's normal to contribute to the team's effectiveness.</b>	

Communicating Effectively	<p>Sets out written communication clearly, accurately and in a well-structured way.</p> <p>Passes on correct information to the right person.</p>
<b>Achieving Results</b>	<p>Use their own initiative and works without close supervision.</p> <p><b>Is flexible, can switch tasks / roles / prioritises to accommodate changes or new information.</b></p>
<b>Personal Effectiveness</b>	<p><b>Has strong computer skills, effectively uses current computer systems.</b></p>
Focusing on Service Users	<p>Has a positive attitude towards helping people, and is willing to go the extra mile.</p>
<b>Complying with Health and Safety (H&amp;S)</b>	<p><b>Takes responsibility for complying with all relevant H&amp;S procedures and legislation.</b></p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	