

<b>Designation:</b>	<b>P/T Receptionist</b>
<b>Grade:</b>	<b>Stroud 2</b>
<b>Hours:</b>	<b>11.5 hour avg week</b>
<b>Location:</b>	<b>The Pulse Dursley</b>
<b>Job Purpose:</b>	<b>- Work as a receptionist on a set working pattern to include evenings and weekends - Provide reception cover for members of the team during periods of annual leave and other absence</b>
<b>Responsible to:</b>	<b>Head Receptionist</b>
<b>Responsible for:</b>	<b>No supervisory responsibility</b>

## KEY DUTIES

- To undertake the administrative duties as directed by the duty manager including issuing receipts, cash collection, taking bookings and communication systems (personal callers, telephones and I.T. systems)
- To be customer focussed and ensure that the widest possible access is available to the facility.
- To sell memberships to customers.
- Ensure that the team is effective in responding to the Emergency Action Plans

## SKILLS AND KNOWLEDGE

- Good general education or equivalent experience
- Good written and verbal communication skills
- Experience of working with the public and under pressure
- Highly IT Literate
- Ability to manage own time and workload
- The ability to sell products and services.

## COMPLEXITY AND CREATIVITY

- Work on a predesigned computer booking system.
- Assist your manager in ensuring that a positive team ethos is engendered and maintained. Be a positive team member.

## **JUDGEMENT AND DECISIONS**

- Routine decisions on aspects of work with all other decisions being referred to Head Receptionist / Duty Manager

## **CONTACTS**

- Members of the Council
- Members and staff of other local authorities / partner agencies
- Suppliers and contractors
- Members of the public

Routine or incidental contacts involving the exchange of information on non-contentious matters.

## **RESOURCES**

Little or no responsibility for physical or financial resources.

## **TRAVEL DESIGNATION**

Casual

## **MISCELLANEOUS**

- Enhanced DBS check required

## **GENERAL**

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.

- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.
- Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organisation's policy

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*