

## ROLE PROFILE

Job Title:	Receptionist	Job Code:	TS/C36
Department:	Office Facilities	Version:	1.2
Reports To:	Office Facilities Co-ordinator	Date Created:	September 2019
		Grade:	C

<b>Is this a politically restricted Post?</b>	Yes/ No <i>(*if yes, see our policy on what this means)</i>
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## ORGANISATIONAL CONTEXT

### Our Vision as an organisation is:

To be a globally recognised economy where good growth delivers high levels of prosperity, jobs and quality of life for everyone.

### To achieve this we will:

Secure the means to deliver projects and services needed for growth in the Leeds City Region (LCR), be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

### Our department contributes to this by:

Professional presentation and focus on providing proactive approach to building issues, always looking to improve quality of service provided, and effective communication to users.



## Job Overview:

- To provide a professional and courteous Reception service to all customers.
- © Take a pro-active approach to participating and delivering of your directorate's objectives.
- © Demonstrate commitment to corporate processes and ensure that these are delivered at all times.
- © Be a visible and enthusiastic team member, encouraging partnership working across the organisation.
- © Take a positive approach to self-development.

## CRITICAL SUCCESS FACTORS

*We break each job down to explain the critical areas for success, ranked by importance.  
These indicate the end result or outputs for which the role holder is responsible.*

### People Contacts:

- © Support partnership working across the organisation and externally.
- © Work together with your team to ensure targets are achieved.
- © Be an advocate of our strong performance management culture, taking accountability for delivering results.
- © Contribute to a positive working environment for your team, with a solid ethic of working towards achievement of our vision.
- © Take a proactive approach to internal processes, contributing during meetings and interviews.
- © Utilise effective communication channels when working with others.

### Technical Duties:

- Ensure customers and visitors are greeted and dealt with in a courteous and professional manner.
- Maintain the visitor register, allocating visitor badges to provide accurate records, used in the event of evacuations and assisting effective contract management.
- Monitor Wellington House basement CCTV from the screens on reception, allowing access to the building where appropriate via the basement roller shutter doors.
- Responsible for secure handling of pool car keys and building door keys. Ensuring correct keys are assigned to employees/contractors as required.
- Responsible for receipt of deliveries, signing for and monitoring until safe collection or delivery.
- Administration of car parking permits for Castleford, checking documentation, logging information and issuing, upon request.
- Responsible for maintaining adequate stocks of tea, coffee, milk etc. make beverages for meetings and clearing rooms at the end of meetings and unloading the dishwasher.

- © Typically works on horizons of up to one year, in line with the objectives set in the business plan.
- © To uphold procedures in place to achieve your strategic objectives, suggesting amendments to processes as required.
- © Ensuring compliance with the Combined Authority's health and safety policy.

### Impact & Influence:

- Answering switchboard and internal calls and interpreting the caller's needs, demonstrating tact and judgement in dealing with queries. Taking messages or re-directing calls as appropriate.
- © Represent the interests of your team within the context of the wider aims of the Combined Authority both internally and externally.
- © Fosters good working relations across the organisation, building effective team relationships.

*The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.*

## THE PERSON

*To be fully successful in the role, we believe the following knowledge, skills and experience are required. When recruiting, we are looking for the best candidate match to this, however we know that there are some elements that can be trained and this will be taken into account during the recruitment process.*

### Knowledge:

- © Educated to GCSE or equivalent in English and Maths
- © Practical experience of successfully performing in a similar role.
- © Experience of providing a proactive reception service.

- Experience of using MS office packages.
- Experience of undertaking general administrative duties in an office environment.
- Experience of organising meetings.

### People:

- © Experience of effectively contributing to team objectives.
- © Experience of successfully identifying appropriate communication channels to deliver information.
- © Experience of effectively contributing to organisational vision.

- Experience of dealing with face to face enquiries from customers.
- Maintains a smart/appropriate appearance.
- Strong communication skills.

### Technical:

- © Strong negotiation skills.

- Understanding of operating telephone switchboard systems.
- Ability to work with minimal supervision and use own initiative.
- Takes a professional approach in all aspects of work and demonstrates a professional attitude during difficult situations.
- Experience of striving in all aspects of work to meet customer needs and ensure satisfaction.

### Impact & Influence:

- Able to determine the immediate requirements of our customers, valuing and meeting their needs, directing them to the correct person or department.

## OUR VALUE & BEHAVIOURS

**Championing Our Region | Working Intelligently | Easy to Do Business With | Positive About Change | Working Together**

These are our values. We shaped them together and we're proud of them.

We also created a set of behaviours for each of our values. Our behaviours provide us with a way of working and they are our minimum expectations of everyone here.