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Job Title: Corporate Receptionist

Grade: Scale 2

Job Description

Job Purpose
<ul style="list-style-type: none"> To provide a frontline customer service, primarily face to face from our Reception areas, along with other varying access channels through the Corporate Contact Centre.
Major Tasks
<ul style="list-style-type: none"> Deliver a professional, efficient and effective customer service primarily face to face at our reception areas, as well as social media, emails and basic telephone calls. Represent the authority at our Reception areas managing our customer's experience embracing and delivering the channel shift agenda. Complete all Reception duties e.g. welcoming visitors, signing in, liaising with back office, updating room bookings and other duties as directed by Team Leaders. Respond to a diverse range of enquiries and routine requests for services, using knowledge and skills to signpost customers and visitors to the appropriate person, place or service. Be aware of, contribute and maintain the KPIs for the team, ensuring that performance is within targets set. Ensure quality standards are met at all times. Be aware of and adhere to any legislation in relation to our service areas, particularly confidentiality. Monitor personal performance to ensure targets are met, managing skill sets and time accordingly. Ensure training in processes and procedures is up to date, requesting further training to reduce gaps where necessary taking responsibility for personal development. Work a flexible working pattern that meets the requirements of the customer and the authority. The post holder will be required to work, within their contracted hours, between 8am and 8pm Monday to Sunday.
Contacts & Relationships
<ul style="list-style-type: none"> The post holder will be in constant contact with the borough's customers, providing advice and guidance. The post holder will have constant contact with callers and visitors to the council. The post holder will on a day to day basis, communicate and work with a Senior Customer Services Advisor, Customer Service Team Leader and Corporate Contact Centre Manager. There will be contact with all levels of staff from all the areas of the authority. The post holder will also have regular contact with voluntary agencies and other partners. The post holder may have occasional contact with Elected Members, which may involve assisting them with queries on behalf of their ward constituents.
Creativity
<ul style="list-style-type: none"> The need to work on your own initiative within the framework of the role and the service. Be able to use good questioning skills to ascertain a problem and offer appropriate advice. Be able to communicate articulately and relay information concisely and accurately. Have the ability to work accurately, often under pressure.

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Decisions
<ul style="list-style-type: none"> • The post holder will make decisions about matters relating to established policy and about how best to deal with an enquiry or routine request for service from a customer. • Make recommendations for improvement to operational procedures where necessary.
Management & Supervision
<ul style="list-style-type: none"> • The post holder has no permanent direct or indirect supervisory responsibility, but instructs and exercises general supervision over any trainees, and temporary or agency staff that are allocated to the contact centre and its areas of responsibility.
Supervision Received
<ul style="list-style-type: none"> • The post holder is directly responsible to the Customer Services Team Leader. • The nature of the duties entail that there is a high degree of independence when dealing with telephone calls and personal callers in the first instance and directing these callers to the appropriate service or officer. • The post holder will work within the existing policies, procedures and guidelines, as set out by the Customer Services management team.
Complexity
<ul style="list-style-type: none"> • The post holder requires a broad knowledge of the functions of the authority, including the responsibilities of other public authorities in order to direct telephone and personal callers to the appropriate service, officer or a different organisation. • The post holder requires a broad knowledge of the services that are provided by Customer Services to ensure that requests for service are dealt with appropriately within existing policies and procedures. • The post holder will be required to have strong and natural customer care and communication skills in order to deal with the diversity of customers that need to conduct business with the Council. • Telephone handling in the contact centre will require skills to deal with customer's calls both efficiently and effectively. The post holder also requires concentration and alertness when dealing with both telephone callers and personal callers. • The post holder will need to be multi-skilled and flexible in order to move between the contact centre and its areas of responsibility, sometimes at short notice. • The unpredictable frequency and varied nature of telephone and personal callers may mean the post holder experiences pressures at certain times of the day and must be able to accommodate other duties within the daily routine but needs to be able to deal with a range and volume of work quickly and accurately. • The post holder is required to possess a pleasant personality and professional demeanour. As the first point of contact between the authority and customers, qualities of problem solving and high customer focus is required in assisting with enquiries. In addition this post holder must at all times be polite and courteous when dealing with all members of the public. Some of these customers, due to the individual needs and circumstances, can be challenging.
Resources
<ul style="list-style-type: none"> • Thorough knowledge of Civica payment systems is required to enable daily customer payments to be made and be traceable for financial records. The postholder takes card payment details over the phone, and processes cheques when they are sent in for payment, completes reconciliation, manages safe entry and signs off with our security company. • The postholder processes personal and sensitive information. • The post holder has to be capable of using computers and web-based systems, including diaries, telephones, printers, fax machines, photocopiers and shredder machines.

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Impact
<ul style="list-style-type: none"> • The provision of front line Customer Services to the Borough's residents via phone, face to face and social media.
Physical Demands
<ul style="list-style-type: none"> • This role is predominantly sedentary, however carrying of parcels is often required.
Working Environment
<ul style="list-style-type: none"> • Predominately an office-based role. • Risk of verbal abuse both over the telephone and face to face. The post holder is regularly required to take phone calls in a call centre environment and see customers face to face at our Reception areas.
Emotional Context
<ul style="list-style-type: none"> • Frequent contact with customers experiencing hardship and at risk of eviction both over the phone and face to face. • Frequent contact with customers who are experiencing a potentially life changing event e.g. bereavement, illness, disability, loss of a job. • The role may bring you into contact with challenging service users – on occasions customers may disclose upsetting information. • Frequent contact with children and families in difficulty, care leavers and customers involved with all areas of Social Work.
Other
<ul style="list-style-type: none"> • The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade. • The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc. • The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

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Person Specification**

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • A good standard of general education to GCSE Level, and experience of working in a customer facing environment.
Experience	<ul style="list-style-type: none"> • Demonstrable experience of working in a customer services environment.
Knowledge	<ul style="list-style-type: none"> • A detailed knowledge of the legislation and guidance relating to Council services provided by the Customer Contact Team.
Skills	<ul style="list-style-type: none"> • Ability to deal with customers in a professional, courteous and unbiased manner, to provide a high quality customer service. • Excellent communication skills: both oral and written, to be able to explain service policy and procedures and communicate decisions/requirements effectively to customers. • Ability to work under pressure and meet or exceed personal and team targets and deadlines, and be flexible in responding to changing circumstances. • Ability to work through and interpret routine customer requests for service in a systematic order in accordance with relevant procedures. • Ability to manage and priorities own workload, to achieve personal or team targets. • Ability to work and make decisions, within prescribed procedures, with the minimum supervision.
Personal style & behaviours	<ul style="list-style-type: none"> • As a council employee, you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages. • Ability to provide a professional service to the customer, recognising their individual needs and circumstances. • A flexible and adaptable approach to work and be able to deal with a number of issues simultaneously, responding to operational needs to deliver a high level of customer satisfaction. • An organised, systematic approach to work to achieve targets.
Fluency Duty	<ul style="list-style-type: none"> • This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. • As a public body, the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
None	X
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>