Receptionist

JE Code: 0959

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Community Learning |
| **Reports to:** | Support Services Officer |
| **Job Family** | Business Administration |
| **Grade:** | A |
| **Political restricted** | N |
| **Date:** | May 2022 |

**Key Deliverables**

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| **1.** | To receive all visitors to the Adult Learning Centre, identify the purpose of their visit and direct them to the correct room/person. Ensure all visitors adhere to the visitor procedures for the building. |
| **2.** | To assist learners and tutors that are on site and deal with routine enquiries they have.  |
| **3.** | To provide clerical and administrative support to Adult Learning Services as required. |
| **4.** | To undertake roles related to the health, safety and welfare of those working in and visiting the Centre. |
| 5. | To maintain the room booking system as required. |
| 6. | To respond to possible emergency situations that may arise in the centre. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| 1. | Organisational and personal skills. |
| 2. | A good knowledge of Microsoft outlook, word and excel. |

Job Family

Business Administration

Grade A

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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

### Role Characteristics

Roles will operate within clear operating instructions or under direct supervision. Work is routine in nature and communication with others relates to factual and uncontentious matters.

### The knowledge and skills required

Job holders will need a knowledge of basic office IT tools and familiarity with the specific working routines and procedures of the immediate team.

There is no need for enhanced physical skills in these roles.

### Thinking, Planning and Communication

In these roles responding to queries may throw up a range of straightforward issues such as missing information or signpost conflicts which job holders will deal with by reference to standard operating rules and guidelines.

As an essential element of efficient team working, these roles will interact regularly with immediate colleagues, other Council employees and outside contacts including members of the public. The nature of communication will generally relate to the accurate and timely exchange of information, but there will be occasions where job holders will need to be tactful and understand the differing needs and priorities of others.

**Decision Making and Innovation**

With working arrangements well documented and understood, and established procedural guidelines in place, there will be little need for job holders to work under close supervision. Job holders will be expected to make appropriate routine decisions and offer appropriate guidance within their level of authority. When unexpected or more complex issues do occur, these will be referred to management.

### Areas of responsibility

The clerical and administrative duties carried out by post holders directly benefit colleagues and/or external partners or the public. Other than assisting with the induction and orientation of new team members, post holders will not have managerial or supervisory responsibilities over other employees.

Although not required to make substantive decisions in relation to finance, these roles will handle cash or deal with finance processing relating to their wider duties.

Job holders will have responsibility for the careful use and safe keeping of standard office equipment.

### Impacts and Demands

Most work can be done in the context of a normal office environment, however some lifting and carrying of files or equipment may be needed from time to time. A general level of awareness and sensory attention is required together with short periods of concentrated mental attention to complete tasks and deal with interruptions.

Posts will have only infrequent, if any, contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. On rare occasions job holders may experience unpleasant people related behaviour.