

## Job Profile

Position Details	
Post	Receptionist – Young Adults Service
Service Area	Children and Young People Service
Reports to	Head of Service - YAS
Grade	Scale 5
Job Family	To be completed by HR

Role Purpose
<p>To provide a courteous and helpful reception service as the interface between the Young Adults Service and young people who are the responsibility of the Council through having been in Care. Most clients thus are young adults or adolescents and will come from different racial and cultural backgrounds.</p> <p>The post holder is required to provide assistance, guidance and reassurance with a sensitive and sympathetic approach as sometimes the clients can present with emotional difficulties,</p> <p>The role of reception in a Social Services' building is a vitally important one. It is the first point of contact that the public has with the service and information given is often the basis on which the quality of service from the council is judged.</p> <p>Accountable to the Business Manager/ Deputy Head of Service</p>

Main Responsibilities
<ol style="list-style-type: none"> <li>To provide a reception service for the Young Adults Service (YAS) ensuring that the centre and services provided meet the Council's Reception and Public Service standards and reflect the Council's commitment to equal opportunities</li> <li>To operate a simple switchboard (in accordance with agreed procedures) and maintaining an up to date knowledge of British telecom procedures and services.</li> <li>To provide a reception service including: <ul style="list-style-type: none"> <li>Receiving visitors, clients or potential clients <ul style="list-style-type: none"> <li>- Clarifying the purpose of the visit and deciding to whom they should be referred or redirecting to more appropriate agencies</li> <li>- Making duty appointments on the basis of the agreed Service criteria</li> <li>- Answering routine enquiries</li> <li>- Taking messages and accurately recording these and passing them on.</li> <li>- Assisting clients in completing forms or making appropriate calls to other agencies</li> <li>- To keep a risky client register up to date and circulated</li> <li>- To keep the ban list up to date and circulated</li> </ul> </li> </ul> </li> <li>To develop and maintain a good general knowledge of the main functions/activities of staff at the premises, and of other council services, with a view to directing and providing appropriate information and material.</li> </ol>

5.	To assist in ensuring that the reception area is accessible to all visitors at all times. To maintain a system of visitor registration as required by the Centre Co-ordinator
6.	To provide accurate signs and information directing visitors to the appropriate room/area which has been booked for each daily activity.
7.	To be responsible for ordering and maintaining a stock of leaflets and booklets for the reception in agreement with line management
8.	To assist in ensuring that information resources are made available to visitors and translated materials, where available, are displayed and offered.
9.	To receive internal and external mail for the Centre; opening, date stamping and distributing incoming mail as required.
10.	To assist in processing outgoing mail using the Centre's franking machine
11.	To provide other administrative duties including the use of Excel to produce spreadsheets and Word to type up documents.
12.	To become familiar with and undertake training in the Council's policies for Equal Opportunities, Health and Safety at Work, Customer Centred approach
13.	To operate a computer keyboard/VDU using IT systems for access, input and retrieval of data
14.	To operate a CCTV camera system and to participate in developing/implementing procedures concerning any inappropriate behaviour in and around the reception area.
15.	To undertake admin duties as requested.
16.	To undertake other duties as requested by the Business manager that are consistent with the basic objectives and duties of the post and the Young Adults service

Generic Responsibilities	
1.	Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2.	Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3.	Knowledge and experience of using IT.
4.	To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1) Good educational background to GCSE standard.	Essential

2) Understanding and ability to provide a comprehensive and welcoming reception service.	Desirable
3) Ability to identify specific language barriers and knowledge of how to effectively address these.	Essential
4) Excellent communication and interpersonal skills, orally and in writing. The ability to deal sympathetically with distressed, agitated, confused or irate members of the public.	Essential
5) Awareness, commitment to and application of health and safety practices.	Essential
6) Knowledge of and commitment to equal opportunity policies	Essential
7) Ability to organise and prioritise own workload efficiently, including when working under pressure. Good organisational skills.	Essential
8) Ability to work as part of a multi-agency service.	Essential
9) Sound knowledge of customer care and ability to use this to the development and delivery of first-class reception area and services.	Essential
10) Understanding of confidentiality issues and the Data Protection Act.	Essential
11) Experience and ability to provide effective and efficient administration tasks.	Essential

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> <li>1. Police and Health service partners</li> <li>2. Senior Practitioners, Practice Managers and Team Managers across the Children's Service.</li> <li>3. Professionals within Children and Families and across the Children and Young People's Service including schools and other educational provision</li> <li>4. Professionals across other Council departments, – including OD &amp; HR.</li> <li>5. Voluntary and Third Sector Organisations.</li> </ol> <p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>

## Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
Yes				
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	100%	Use of a computer.	Yes	50%
Audio typing.	No		Crisis or conflict situations.	No	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
None
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
No
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No