

Job Description

Job Title	Receptionist
Directorate	Children and Young Peoples Services
Service Area	Early Help
Grade	3
Competency Level	1
Salary	£23,500 - £25,119
Job Type	Office Based
Location	City Wide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	

Job Purpose

To undertake reception duties and support the administration of the centre as required

Directly Responsible For:

Not Applicable

Directly Responsible To:

Children Centre Manager

Main Areas of Responsibility:

- To support and assist the Children Centre Manager in establishing and ensuring the implementation of office procedures and systems of record keeping and filing.
- To staff the reception desk at the centre, operating the entry system, issuing visitor badges, and recording visits in line with the care system.
- To assist in financial requisitioning via having a responsibility in identifying need to replenish stock.
- To deal with centre- telephone and families enquiries and direct appropriately. This is via email, mailbox enquiries, face to face and phone
- To maintain regular telephone contact with Families as directed
- To operate a room booking system for the centre.
- To operate a session booking system, manage waiting lists and ensure that clear records are kept linked to bookings and attendance at sessions.
- To set up the rooms according to the bookings including tea/coffee and refreshments where appropriate- moving equipment around
- To distribute post and carry out basic office duties e.g., photocopying, processing incoming and outgoing mail.
- To produce documents in a variety of formats including tables, graphs, and spreadsheets.
- To take responsibility for managing the centres mailbox
- Vitamins – ordering, issuing to families and recording on E Start and promoting and supporting registration with Healthy Start Scheme to increase uptake
- Registration – registering new families with the centre and talking them through centre services
- Issuing foodbank vouchers and completing early help self-referrals with families if wider support is needed.
- Issuing and maintaining the supermarket voucher spreadsheets
- Signposting to other community services and organisations as appropriate

- To assist in the collection and collation of data and input onto the estart data base.
- To input referrals on the Liquid Logic system
- To input data on social media platforms and the centres website
- To support the promotion and marketing of children centre activities
- To ensure office supplies are maintained in accordance with the financial regulations of the children centre.
- To support the children's centre team in managing the displays around the centre and to ensure information leaflets are replenished and are updated.
 - To work in a flexible way, as part of a team and under own initiative, including flexibility of working hours in accordance with the working arrangements of a children's centre, including occasional evenings and weekends.
- To take part in regular keeping in touch meetings and personal review and development as part of the authority's performance management framework.
- To participate in training and development activities as relevant to the post.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- The job entails some standing and sitting

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Desirable

- Education to GCSE level or equivalent literacy and numeracy skills

Experience

Essential

- Previous experience of receptionist duties and office procedures (A/I)
- Experience of using Microsoft Office applications including spreadsheets (A/I)
- Experience of data collation and presentation (A/I)
- Experience of dealing with members of the public (A/I)

Desirable

- Experience working as a member of a team

Skills/Abilities

Essential

- Good interpersonal skills (I)
- Good organisational skills (A/I)
- Flexibility and ability to adapt to changing demands (A/I)
- Good IT skills including ability to produce information in different formats electronically (A/I)
- Good communication skills, written and verbal (A/I)
- Ability to keep appropriate records and produce reports on data as required (A/I)

Desirable

- Ability to work as a member of a team

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- The post holder must be willing to work flexibly, including working hours, to meet the needs of the Children Centre. This could include occasional evenings / weekends (A/I)
- This post is subject to a Disclosure and Barring DBS at the appropriate level

Desirable

- A willingness to work as part of a team, and on own initiative