

## JOB DESCRIPTION

**Job Title:** Bank Receptionist

**Salary:**  £11.44 per hour

**Contract Term**: Bank worker (hours as available)

**Place of work:** Wellspring Settlement

**Managed by:** Operations Manager

**Responsible for:** None

Job Summary: To provide a welcoming first point of contact to visitors and telephone callers to the sites, taking room booking enquiries and acting as a central point of communication. The Receptionist will also be required to set up and clear rooms to specified layouts. Hours will be evenings as available and to cover for absences during the day.

**Key Tasks:**

1. To ensure a welcoming reception environment is maintained for all visitors, staff and volunteers to Wellspring Settlement
2. To issue and receive visitor parking permits as required
3. To book low cost therapies, entering them in the diary and calendar and advising therapists of bookings.
4. To provide accurate and appropriate information, giving directions so people can find meeting rooms and offices, and advising enquirers of Wellspring Settlement activities and services.
5. To answer incoming telephone calls and emails, responding to and redirecting enquiries.
6. To take accurate messages ensuring that urgent messages are dealt with promptly and reach the appropriate member of staff or tenant.
7. To deal with room booking enquiries in conjunction with the Room Booking Teams.
8. To set up and clear rooms to specified requirements (this will include moving chairs and other items of furniture).
9. Ensure that any external goods that are delivered to reception are despatched to the appropriate staff or tenant offices.
10. To be responsible for keeping the reception area, hire rooms and other communal areas tidy. And supplies well stocked

General:

1. To direct staff, volunteers and users to the appropriate fire assembly point in line with the Fire Policies and Procedures.

2. To ensure that the Data Protection Act is adhered to at all times.

3. To work within all Wellspring Settlement’s policies and procedures

4. To engage in positive and effective communication with all visitors and colleagues on the sites.

5. To attend and actively participate in regular supervision sessions, with the line manager, and appropriate team meetings.

6. To assist with other duties as requested which can reasonably be required that are commensurate with the post-holder’s role as receptionist.

# PERSON SPECIFICATION

Post: Bank receptionist

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|  | **Factor** | **Essential** | **Desirable** |
| 1. | Experience | Some work experience, preferably reception based  Experience in IT skills.  Experience of basic record keeping, including accurate message taking. | Experience of reception duties with a confident and polite telephone manner.  Experience of basic record keeping, including accurate message taking. |
| 2. | Skills | Able to work un-supervised  Ability to work in a calm, organised fashion in a busy reception environment.  Ability to ensure that people from all communities and groups using the centre receive a favourable welcome and receive the support they require.  Ability to communicate in a friendly and welcoming manner (verbally and in writing)with a wide range of people |  |
| 3 | Attitudes/Personal  Characteristics | Personal Commitment to Equal Opportunities  Be able to be systematic and methodical when working  Willingness to work to rules of confidentiality  Willingness to work as a resource to other staff  Capacity of work flexibility and adapt to changing work levels  Capacity to work under pressure  Capacity to work using own initiative as well as part of a team |  |