

Meet & Greet / Reception Lead – (Tier 4c)

Directorate: Service area:	Resources Directorate Business and Customer Services – Libraries
Accountable to:	Team Leader (South)
Accountable for:	Up to 2 x FTE
Politically restricted post	Not politically restricted
Delivery teams:	Libraries and Communities Service
Job Title:	Meet & Greet / Reception Lead
Grade:	G

Context

You will play an active role as part of our Meet & Greet/Reception service team based at Shire Hall working in partnership with our Team Leaders to innovate our service delivery capabilities. You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will support and manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment

You will be responsible for supervising Meet & Greet Staff ensuring consistent delivery of customer service at the Shire Hall Reception area and other face to face outlets where appropriate.

Delivery responsibilities	• To be responsible for the overall day to day supervision of Meet & Greet Service staff and volunteers. • To be responsible for the preparation and operation of staffing rotas, including contingency arrangements to ensure continuity of service as appropriate. • To co-ordinate the activities of the Meet & Greet Service staff as appropriate to ensure effective staff deployment and that day-to-day tasks are completed • To deputise for and assist the Library Team Leader – South, in matters relating to the Meet & Greet service. • To motivate Meet & Greet staff in the efficient operation of customer service. • To participate in direct service delivery and support, as appropriate, including: - Dealing with day to day internal and external customer enquiries - Dealing with complaints & supporting staff members with challenging situations - Communicating with customers and colleagues professionally in person, by phone and in writing - Maintaining & creating databases as required
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1 V1.0 *service = service, team, functions

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	- Receiving, sorting and distributing internal post - To act as a first aider and fire warden - To undertake the active promotion of library services and other WCC offers as appropriate • To participate in promotional activities as appropriate as directed and in accordance with agreed strategic objectives. • To participate in recruitment, selection, management, appraisals, induction, training, motivation and development of staff. • To coordinate and participate in cash handling and banking activities and ensure that administrative and clerical routines are carried out accurately and efficiently and, where appropriate, to comply with all financial regulations. • To coordinate the day to day monitoring, reporting of faults and maintenance of the Meet & Greet area's facilities and equipment, ensuring that Health and Safety standards are met at all times and to report any incidents and accidents in accordance with WCC guidelines and liaising with other partners within the building as appropriate. • To ensure relevant data and performance management information are gathered and returned. • To undertake health and safety and environmental duties as directed by the Library Team Leader – South. • To liaise, as required, with other partners on a day to day basis to ensure the smooth running of services. • To ensure that Service policies and procedures are maintained, and that staff adhere to these. • To ensure that the Customer Service Standards are met and exceeded by all staff and that learning gained from customer feedback is acted on. • To ensure effective communication within the team, and between the team and other staff and volunteers as necessary. • To contribute to service development projects as identified by the Library Team Leader – South. Generic • To uphold the County Council's policies relating to Equality and Diversity, Health and Safety, and to ensure that they are understood and upheld by others. • To actively pursue continuous personal development and take advantage of relevant training and development opportunities. • To take responsibility as a keyholder and be willing to be called out to buildings outside normal working hours where required. • To wear a uniform as required • To undertake any other duties as required which are commensurate with the grading of the post.
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2 V1.0 *service = service, team, functions

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Key business measures	• Reduction in unit cost position by better demand management year on year. • Reduction in agency staff spend year on year. • Reduction in the duplication of effort by bringing together common activities and more effective processes. • Increase in professional development of business support workforce by improved talent management • Increase in resilience of Meet & Greet Services by better resource management. • Increase in self-serve and self-sufficiency across the organisation by better digital capability.
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Statutory responsibilities <i>(if applicable)</i>	N/A
Specific experience	• 2 years customer service experience • 2 years experience of working as a staff supervisor and/or line manager • Proficient in the use of ICT applications including word processing, spreadsheets and other ICT systems • Experience of recruitment, selection, induction, training, and development of staff. • Experience of administrative routines, including creating of staff timetables • Experience of cash handling, banking and awareness of financial procedures. Skills and Capabilities • Excellent customer service skills. • A systematic, methodical and accurate approach to work. • Experience of working with members of the public with a strong commitment to Customer Care. • Ability to work effectively within a team and with staff at all levels. • Ability to confidently liaise and negotiate with multiple stakeholders including senior managers. • Effective communication skills, in person, by telephone and in writing. • Ability to work effectively under pressure and to meet deadlines. • Ability to use own initiative and to respond independently to problems and unexpected situations. • Have a positive attitude to change. Challenge and suggest improvements and encourage others to embrace change. • Ability to organise workloads, to plan and implement programmes of work and to delegate effectively. • Ability to take responsibility for monitoring policies and practices ensuring that legislation is adhered to. • Ability to use own initiative to respond independently to problems and unexpected situations. • Ability to travel effectively around the County • Ability to work flexibly to ensure continuity of service

Specific qualifications/ and registration	4 GCSE passes (or equivalent) to include English and Maths
Budget responsibility	n/a
FTE responsibility (line management)	Up to 2 x FTE • Meet & Greet Assistants

Key stakeholder relationships	Service Managers Departmental colleagues Other council employees External partner organisations Members of the public Council Members Customer service staff
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Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	• Deliver in year service plan (1 year) • Effective contract and supplier management • Meet budget, savings and income targets

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	• Statutory compliance • Professional practice • Procedure compliance

- Execute the statutory or regulatory duties are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	• Deliver operational performance objectives • Manage the workforce • Deliver continuous improvement plans

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

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Generic leadership competencies

Generic Capability	Descriptor
People management	• Workforce development • Workforce planning

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	• Monitors the service performance framework • Effective service design

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	• Deals with performance issues • Maintains business continuity • Role model of how we work principles

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high-performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what
we say



move with
purpose
and energy



focus on
solutions



help people
and
communities
to find their
own solutions



build strong
working
relationships



be the
best we
can be

Strategy...the direction we will take to
achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning...the process of how we will plan,
purchase and monitor our services



Strategic Commissioning... the process for
understanding, planning and delivering services
to achieve the best outcomes



Operational Commissioning... the process for
meeting need at an individual level or to a
specific group



Delivery...providing services to our
customers



6 V1.0 *service = service, team, function