

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	Meet & Greet/Reception Assistant	<a href="#">JEID</a>	<a href="#">B0008</a>
Salary Grade:	D		
Team:	Libraries		
Division/Service:	Business & Customer Services		
Directorate:	Resources		
Primary Location:	Shire Hall, Warwick		
Political Restriction	Not politically restricted		
Responsible to:	Team Leader – South Libraries		
Responsible for:	n/a		

#### Role Purpose

To provide an efficient, effective and professional reception service to all who use Shire Hall, including supporting WCC staff and visitors with their use of the building for hybrid working and meetings, and members of the public with a broad range enquiries.

To support internal and external customers enabling them to access council and partner services online, face to face and via the telephone.

The post-holder will be an integral part of the team, ensuring a positive experience for customers of all ages and maintaining excellent working relationships with all partners.

#### Role Responsibilities

- To be responsible for day to day activities at the Shire Hall Meet & Greet Desk as appropriate.
- To ensure own knowledge and skills remain current and to stay informed of any changes to the use of Shire Hall.
- To participate in direct service delivery and customer support.
- This may include, but will not be exclusive to:
- Maintaining general reception duties providing a frontline customer response service and resolving basic queries.

- Undertaking routine tasks specific to the Meet & Greet Desk such as dealing with basic correspondence, working within approved procedures.
- Maintaining filing systems and entering and retrieving information from electronic databases.
- Taking clear messages via telephone and or email and passing them on effectively to colleagues.
- Receiving, sorting and distributing incoming/outgoing post.
- Answering enquiries and supporting customers to access WCC services.
- To present and promote WCC services in accordance with agreed quality standards
- To carry out various duties in relation to computerised information, for example entering and updating records in various databases as required.
- To carry out administrative and clerical routines accurately and efficiently and, where appropriate, to comply with all WCC and financial regulations.
- To act as a fire warden & first aider for the Meet & Greet/Reception area.
- To meet Health and Safety standards at all times and report any incidents and accidents in accordance with WCC guidelines.
- To liaise, as required, with other partners in the building on a day to day basis to ensure the smooth running of services.
- To participate in working groups or projects, as required.
- To demonstrate a willingness to undertake training and development opportunities
- To take responsibility as a key-holder and be responsible as necessary for opening and closing the building following WCC procedures.
- To uphold the County Council's policies relating to Equality and Diversity, Health and Safety, Safeguarding Children and maintaining confidentiality and ensure that they are understood and upheld by others.
- To report any building or maintenance issues as they occur and liaise with facilities.
- To wear a uniform, as required.
- To undertake, as required, any other duties that are commensurate with the grading of the post

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

### Essential Criteria

Assessed By:

High level of numeracy and literacy	A
Courteous and effective communication skills, in person, by telephone and in writing.	AI
Experience of working with people in a high volume customer service environment	AI
Excellent ICT and Windows skills, including good knowledge of Microsoft Office packages such as Word, Excel and Outlook.	AI
A systematic, methodical and accurate approach to work, with the ability to work at speed as required.	AI
Ability to work effectively under pressure and to meet deadlines	AI
Ability to maintain confidentiality	AI
Ability to work effectively within a team and with staff at all levels	AI

Ability to work with some initiative and little close supervision	AI
Have a positive attitude to change and challenge and suggest improvements and encourage others to embrace change	AI
Willingness to undertake training and development opportunities	AI
Commitment to Equal Opportunities	A
To be able to use judgement to interpret information and solve straightforward problems	AI
The ability to cope in situations where there is an emotional demand arising from the work being undertaken.	AI

### Desirable Criteria

Assessed By:

Experience of working on a reception desk or similar	AI
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## Section C:

### Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those highlighted). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing

<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	