

Directorate:	Children, Young People and Education
Unit/Section:	Specialise Children's Service
Grade:	KR4
Responsible to:	Registered Manager

Purpose of the Job:

As first point of contact for the Unit you would be required to meet and greet parents and visitors and to assist with administration tasks for the Unit.

Main duties and responsibilities:

- Excellent communication and interpersonal skills.
- Duties will include meeting and greeting visitors to the Unit, checking ID, issuing visiting ID where necessary.
- Maintaining a pleasant and welcoming Reception area.
- To effectively process information received by mail, telephone and email. A confident telephone manner, good IT skills and a comprehensive knowledge of Word and Excel are essential.
- To provide administrative/clerical support for the Centre, as required, including photocopying, filing etc., to maintain a smooth service for staff and visitors.
- To be involved with the management of the room bookings in conjunction with other Administration Officers in the Unit.

The following outlines the Minimum criteria for this post. Applicants who have a disability and who meet the minimum criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

QUALIFICATIONS	Educated to GCSE level or NVQ level 2 in related subjects (or equivalent qualifications/experience).
EXPERIENCE	Experience of working in reception or office environment.
SKILLS AND ABILITIES	<p>Excellent communication and interpersonal skills are essential.</p> <p>Computer literate, with good keyboard skills and comprehensive knowledge of Word and Excel.</p> <p>Able to prioritise own workload</p> <p>Able to work under pressure and as part of a team.</p>
KNOWLEDGE	<p>Understanding of general reception and office duties</p> <p>Understanding of work systems, e.g. filing.</p>
PERSONAL QUALITIES	Customer friendly, with a tactful, professional and flexible approach.
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none">• We are brave. We do the right thing, we accept and offer challenge• We are curious to innovate and improve• We are compassionate, understanding and respectful to all• We are strong together by sharing knowledge• We are all responsible for the difference we make