

Kent County Council

Job Description: *Receptionist – Children Short Break Service*

Directorate: Children, Young People and Education

Unit/Section: Children Short Break 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.

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Person Specification: *Receptionist*

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

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

	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.
KENT VALUES AND CULTURAL ATTRIBUTES	<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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p>

	<p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)