

Kent County Council

Job Description: Receptionist

Directorate:	Deputy Chief Executive's Department
Unit/Section:	Infrastructure
Grade:	KR5
Responsible to:	Area Facilities Officer

Purpose of the Job:

Responsible for providing a professional front line reception service for the operational office estate, providing excellent service provision via meet and greet, telephone and emails.

Main duties and responsibilities:

1. Provide the first point of contact for the office, including professional clients, KCC staff and members of the public ensuring staff are advised of their visitors and collected in a timely manner providing a positive impression of the organisation.
2. Provide a professionally presented front of house service for the offices by checking and ensuring a clean and organised reception, meeting rooms and office floors within the office building.
3. Responsible for monitoring stock levels of tea, coffee and milk supplies within the designated areas of offices, ensuring they are stocked and replenished.
4. Ensure the office equipment is in working condition, and is replaced in a timely manner either through proactive inspection or customer notification.
5. Provide basic assistance with video conference issues and escalate any complex issues to IT.
6. Responsible for the issue of visitor badges, enforcing security procedures, acting as the nominated fire evacuation roll call representative, providing assistance/escalation for emergencies or security incidents.
7. Schedule and manage appointments of conference/meeting rooms, whether through phone calls or online systems. Responsible for coordinating schedules, update calendars, and notify relevant staff members of upcoming appointments or changes.
8. As required conduct basic administrative tasks, such as data entry, filing documents, photocopying, maintaining records or databases and producing office related signage. Helping to support the day-to-day operational activity of the office.
9. Responsible for delivering a customer centric approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service putting the customer at the heart of every aspect of the work.

10. Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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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	<ul style="list-style-type: none"> Level 2 qualification or relevant experience
EXPERIENCE	<ul style="list-style-type: none"> Relevant reception experience of providing a customer focused front-line enquiry service face-to-face, via the telephone and via digital channels Experience of a one team approach and working collaboratively within a wider team
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent interpersonal and communication skills both oral and written. Good organisational skills, including the ability to prioritise workload and meeting deadlines Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability Ability to travel in a timely and flexible manner to different KCC buildings
KNOWLEDGE	<ul style="list-style-type: none"> Good working knowledge of Microsoft packages Awareness of Safeguarding, Health and Safety, Equality legislation and Data Protection working knowledge of Microsoft Office (Outlook, Word, and Excel)
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>

Externally Focused - Residents, families and communities at the heart of decision making

(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)