CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Regeneration** | **SERVICE GROUP:**  **Facilities Management** | |
| **POST TITLE:**  **Facilities Management Receptionist** | **REPORTS TO:**  **Technical Support Officers**  **Reception Supervisor** | |
| **GRADE: Band 5** | | **SAP POSITION NUMBER :** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** | | |
| * Provide a professional front-line receptionist service to internal and external customers of the organisation. * Support the Technical Support Officer/Reception Supervisor in delivering an efficient and effective Facilities Management service. | | |
| **Main Responsibilities of Post:** | | |
| * Implement and have regard to Bradford Council’s policies and procedures. * Manage the front-line reception/customer facility for visitors face to face, telephony, meetings/conference facilities and tours/events. * Manage meeting/conference bookings on room booking system and produce reports. Assist colleagues and external customers with conference, meeting and event organisation. * Manage meeting/conference room space, liaising with the caretaking staff on room layout requirements – equipment/catering etc – liaise with services/service users to ensure a successful event is planned and organised.Assist with tours of City Hall. * To participate and promote in customer feedback.   Be pro-active in identifying and resolving any complaints/comments from customers regarding meeting room accommodation and facilities.   * To be fully conversant and apply relevant online computer systems and technology – both operational and corporate in order to provide a timely and high quality advice and referral service for customers. * Assist all visitors gaining access to Council services – including those who require a Personal Emergency Evacuation Plan in line with Council Fire Arrangements. * To apply the Information Security Policy when managing personal, sensitive and confidential information. * Carry out the front line production of Access Control Cards via appointments. * Audit of keys on a daily basis – ensuring adherence to the Building Security Policy. * Access Control – ensuring all visitors are accounted for and access is restricted in line with the National Security Threat Level – ensuring the threat level is displayed. * Ensure that reception operates safely, that risk to visitors and staff is minimised by good housekeeping and that all breaches of security are reported to the Technical Support Officer/Reception Supervisor. * Applying the emergency procedures on site as appropriate. * Administer the production of staff rail tickets. * Undertake facilities management duties as instructed by the Technical Support Officer or Reception Supervisor. | | |
| **Structure:** | | |
| **Special Knowledge Requirement. Will be used for shortlisting.** | | |
|  | **Essential** | |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |  | |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet either the Advanced thresholdlevel (which will be implemented where the post requires a greater level of sensitive interaction with the public e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview: | X | |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of  work | X |
| Uses a range of complex IT packages relating to area of work | X |
| Ability to adopt a process of continual improvement and suggest ways of  working more efficient and effectively to improve service delivery. | X |
| Knows and understands how to use, interpret, handle and communicate  Information. | X |
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| Able to establish the needs of the customer using appropriate questioning techniques and listening skills and uses them to implement solutions. | X | |
| Able to work flexibly to accommodate the needs of the service. | X | |
| Able to defuse difficult and potentially harmful situations, support colleagues in dealing with difficult situations and intervene as necessary. | X | |
| Able to arrange events, manage diaries and service meetings – producing agendas and minutes. | X | |
| Ability to professionally and sympathetically deal with customers displaying emotional and/or complex health needs. | X | |

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| **Relevant experience requirement: Will be used for shortlisting** | | |
| Relevant customer and reception service experience | | |
| Experience of operating an effective electronic room booking system. | | |
| Has the capacity to manage own workload, carry out a number of specific tasks accurately to a high standard. | | |
| Can demonstrate a range of spoken and written communication skills as a regular future of the job. | | |
| Able to demonstrate problem solving skills. | | |
| Experience of working in a challenging environment. | | |
| Telephony experience including IP technology | | |
| A range of ICT skills including Microsoft Word, Outlook and Excel | | |
| Promotes the corporate image | | |
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| **Relevant professional qualifications requirement: Will be used for shortlisting** | | |
| Customer Services Qualification | | |
| English and Mathematics Qualifications | | |
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| **Core Employee competencies to be used at the interview stage.** | | |
| **Carries Out Performance Management** | | |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard. | | |
| **Communicates Effectively** | | |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** | | |
| **Carries Out Effective Decision Making** | | |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. | | |
| **Undertakes Structured Problem Solving** **Activity** | | |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. | | |
| **Operates with Dignity and Respect** | | |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face. | | |
| **Working Conditions:** | | |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  Will be expected to undertake lone working.  Staff will be expected to work across Central Administrative Estates sites if required – some receptions are secure environments due to the service delivery requirements. | | |
| **Special Conditions:** | | |
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| **Compiled by:**  C Pearson  M Riley  R Czuba  **Date: 27 October 2016** | **Grade Assessment Date:** | **Post Grade: Band 5** |