

Job Description

1. Job details

Job title:	Receptionist
Team:	Corporate Services
Post number:	P02101
Hours per week:	15
Grade:	Band 3
Base:	Lymington Town Hall
Accountable to:	Executive Assistant to the Chief Executive
Responsible for:	N / A
Indirectly responsible for:	None
Budget Responsible Officer (BRO):	No
Car user:	Casual
Politically restricted:	No
Does this post involve working with children and/or vulnerable people?	No
Membership of professional body required:	No
Key liaisons:	New Forest National Park Authority (NPA) internal staff, members of the public, partner organisations, external organisations, NPA Members

2 Role summary

- 2.1 To provide an efficient and professional reception service for the National Park Authority (NPA) and to provide basic administrative support to colleagues as required.
- 2.2 To promptly and effectively deal with visitors, telephone calls and email enquiries delivering first class customer service.
- 2.3 To input information, maintain records and assist with administration tasks as directed by the line manager and in line with NPA procedures.

3 Main duties and responsibilities

- 3.1 Be the first point of contact for all visitors presenting a professional image of the NPA.
- 3.2 Maintain office security and control access by ensuring that visitors sign in and are issued with visitor badges.
- 3.3 Deal with telephone enquiries, resolving the enquiry if possible, transferring the call when necessary or redirecting callers to other organisations as appropriate.
- 3.4 Handle cash and cheques and keep accurate records of transactions. Operate credit card machine to take payments and issue refunds.

- 3.5 Initial processing of planning applications to include stamping, scanning and emailing documents, checking and recording payments.
- 3.6 Promptly stamp incoming post allocating to correct pigeonhole, or scan and email to recipient. Use the franking machine to process post including Recorded Delivery and Special Delivery. Monitor available funds on franking machine and top up accordingly.
- 3.7 To work independently, setting own daily goals and prioritising own workload.
- 3.8 Sign for all deliveries received and notify recipients.
- 3.9 Be responsible for keeping reception area tidy including ensuring leaflet display is fully stocked with current leaflets.
- 3.10 Manage the enquiries and reception inboxes ensuring all enquiries are dealt with appropriately using agreed methods. Assist with the planning inbox, responding or referring emails to colleagues as appropriate.
- 3.11 Keep up to date with NPA events and news to assist with answering questions from the general public.
- 3.12 Receiving material samples and notifying colleagues.
- 3.13 Be responsible for ensuring procedure notes and reference materials for reception are kept up to date.
- 3.14 To provide holiday and sickness cover for the other receptionist as required by line manager.

4 Problem solving

- 4.1 To have a working knowledge of each team's responsibilities and other New Forest organisations' remit in order to deal effectively with enquiries.
- 4.2 Follow guidelines and procedure notes for day-to-day matters, using own initiative as required.
- 4.3 Suggest any improvements to reception procedures.
- 4.4 Juggle multiple deadlines and respond reactively to changing and sometimes difficult or heated situations.

5 Decision making

- 5.1 Make decisions on a day-to-day basis relating to prioritising workload to meet the required deadlines and to direct enquiries to the appropriate colleague, team or organisation. Decisions outside of own knowledge area are to be referred to the line manager.
- 5.2 Line manager sets targets and objectives in discussion with the post holder.

6 Operational responsibility

- 6.1 Responsibility for ensuring that those contacting the NPA, whether in person, by telephone or email, are left with a good impression of the NPA.
- 6.2 Treat sensitive information confidentially, especially in relation to planning matters, and in accordance with the General Data Protection Regulation 2016 and the Data Protection Act 2018.
- 6.3 Maintain office equipment in good working order.
- 6.4 Adhere to the NPA's Anti-Money Laundering Policy when dealing with payments.

7 Communication

- 7.1 Good written and oral communication skills and high levels of customer service skills to deal with a wide range of people in the most effective manner. 70% external, 30% internal.

8 Working conditions

- 8.1 The work is office-based, though there may be very occasional travel for training purposes.
- 8.2 A substantial amount of time is lone working on the front desk and may very occasionally include exposure to difficult individuals and situations.

9 General

- 9.1 The post holder must at all times carry out their responsibilities with due regard to NPA policy and procedures.
- 9.2 All staff have a responsibility to participate in the NPA's Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.

10 Job description agreement

- 10.1 The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

**Job holder's
signature:**

Date _____

**Manager's
signature:**

Date _____

Person Specification

Receptionist Corporate Services

Criteria	Essential	Desirable	Assessed by
Education / qualifications Good general education to GCSE level (or equivalent) or comparable in terms of experience	Y		A
Experience Previous office based experience, including administration and reception work Effectively dealing with potentially difficult situations Demonstrate previous experience of working as an effective team member		Y Y	A / I A / I
Knowledge Good IT skills and knowledge of current systems (including Outlook) with the ability to adapt to new systems Basic planning knowledge	Y		A / I / T A / I
Skills Proven ability to provide a high standard of customer service Excellent communication and interpersonal skills both face to face and on the telephone Proven ability to deal with visitors and telephone callers with understanding, tact and diplomacy and to work under pressure at times Proven ability to manage conflicting demands, resolve issues and meet deadlines Proven ability to use initiative when problem solving	Y Y Y Y		A / I A / I / T A / I A / I / T I
Impact and attributes Ability to understand the need to treat all information confidentially, especially in relation to planning matters	Y		A / I

Evidence assessed by key: A = Application form
I = Interview
T = Testing / assessment