Job Title	**Centre Assistant (Bank)**
Reports to	**Senior Centre Assistant**
Department	**Communities & Engagement**
Working Hours	**Up to 37.5 hours per week (working pattern to be agreed) (M-F, some weekends)**
Competency Level	**C1**

Main purpose of job
As the first person that service users and visitors see, your role as receptionist is to ensure that everyone feels welcome on entering the building, whilst ensuring that telephone calls are answered/processed in a courteous and efficient manner.

Key Responsibilities
- Answering face-to-face queries from service users/visitors at the front desk
- Answering the telephone, passing calls to other team members promptly &/or taking messages
- Answering the car-park barrier call buzzer to visitors
- Recording relevant messages for the answerphone and retrieving and passing on messages to other team members
- General administrative duties including filing, photocopying, ordering stationery, opening post, scanning.
- Keeping the reception area tidy
- Supporting team members to ensure that information points up to date, including internal and external notice boards.
- Ensuring guests and visitors are greeted in an appropriate and welcoming manner providing them with relevant information.
- Welcoming and signing in facilitators, ensuring they have all they require
- Providing facilitators with emergency procedure and “house-keeping” information

Essential Skills
- GCSE-level standard or with equivalent work experience
- Experience of working in a reception or front of house role.
- Competent use of MS Word, Excel & Outlook
- Previous experience of working with internal and external customers.
- Resilience and diplomacy when dealing with challenging situations.
- Excellent verbal communication skills, including an excellent telephone manner.
- Self-driven, with a positive outlook and a clear focus on providing excellent customer service.
- Sensitivity to the requirement of balancing the needs of the organisation and the needs of customers.
- Honest, reliable and flexible

- Excellent organisational skills
- An adaptable and self-motivated individual able to work alone or as part of a team.

Desirable Skills
- Customer Service qualification
- First Aid at work certificate
- DBS check certificate
- Previous experience of diary management
- Previous experience of social media platforms

Notes
- Some weekend work maybe required.
- Ideally you live, or have lived, within the electoral ward of Southville or immediate surrounding area.