**ROLE PROFILE**

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| **Role Title** | Receptionist  | **Grade / Salary** | Grade A |
| **Directorate** | Housing & Community Support | **Department** | Green House Hackney |
| **Responsible to** | The Green House Lead Manager | **Responsible for** | The Green House Hackney reception |

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| **Role Purpose**  |
| * To be responsible for the day-to-day running of the reception area at the Green House, to ensure that it is welcoming, clean and tidy, and an attractive environment to residents, clients and visitors.
* To provide administrative support to the lead manager, staff and other members of the Green House building.
* To assist the lead manager and Green House team with the building management responsibilities of the service.
* To motivate, coach and guide service users and others who volunteer or attend the Green House.
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| **Responsibilities and Accountabilities** |
|  | The list of responsibilities and accountabilities is an approximation rather than an exhaustive description. Tasks may vary as the role and project develop.CUSTOMER SERVICE* Be the first point of contact for Thames Reach & Hackney Green House clients and visitors, ensuring that they feel welcome; liaising with clients’ relevant workers and directing visitors appropriately.
* Liaise with external agencies advising of process/wait times in addition to booking meeting and office spaces.
* Be familiar with the resident agencies and organisations of the Green House and direct visitors appropriately to their needs.
* Respond appropriately to potentially disruptive incidents, maintaining a peaceful and positive atmosphere.
* Monitor and enhance the systems necessary to run an effective reception.
* With the support of staff, answer telephone calls to the Green House, directing to appropriate staff and/or taking and passing on accurate messages. Help, as required, in the setting up and administration of meetings and events.

RECEPTION* Distribute promptly all incoming mail.
* Maintain notice boards and displays.
* Be proactive in the monitoring of stock levels of stationery, cleaning supplies, and other general office supplies and place and track orders as necessary, ensuring that the best possible price is always obtained.
* Check delivery notes against orders and invoices against delivery notes, and deal with any discrepancies arising
* Report and follow up any faults with suppliers for office machinery
* Perform Health and Safety checks and report any issues to the Green House management team with overall facilities management.
* Undertake building inductions for new staff members, tenants and building users
* Accurately logging the customers that attend the Green House and respond to Jigsaw alerts.
* Vetting any pre-booked appointments from other services within Hackney.

ADMINISTRATION* Assist the Green House Management team with the overall facilities management of the Green House, liaising with contractors and suppliers as requested.
* Undertake administrative duties as requested.
* Log incoming invoices for the Green House
* Be proactive at all times in identifying ideas for improvement within the Green House.
* Deal with the administration and correspondence arising from the post holder’s own area of work and share in general office duties.
* Setting up client appointments

The employee may on occasion, and in necessary circumstances, be called upon to undertake work in other locations other than their usual base of work, in order to ensure Thames Reach's obligations to service-users are fulfilled. In exceptional circumstances, an employee may be asked to do alternative work at another location which would be aimed at being within the competence of the employee. |
| The Receptionist Worker will:* comply with the standard responsibilities outlined for all service delivery roles within Thames Reach and adopt and comply with Thames Reach ethos and values, policies and procedures, and regulatory frameworks including:
* Code of Conduct
* Equality and diversity
* Health and Safety
* Data Protection and use of IT resources
* Regulatory Standards and Schedule 1
* Risks and internal controls
* Complaints procedure
* Human Resources policies and procedures
* Financial procedures and controls
* No role profile can cover every issue which may arise within the post at various times and the post-holder is expected to carry out other duties from time to time, which are broadly consistent with those described.
* Further information specific to the post will be included in the vacancy briefing for the post.
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| **Knowledge, Skills and Experience** |
|  | **Experience****Skills*** An interest in and/or understanding of, the needs and aspirations of homeless people, which can be based on your own personal experience of being homeless.
* A clear understanding of the requirements and demands of managing a reception area
* Sound administration skills and the ability to use and develop administrative systems in an office environment
* Honesty, reliability and flexibility
* The ability to think clearly in stressful situations and communicate effectively and appropriately with Thames Reach staff, service users and other visitors to the Green House.
* An excellent telephone manner, remaining helpful, calm and polite at all times
* The ability to communicate clearly in writing
* The ability to motivate and guide Thames Reach service users who volunteer on reception
* The ability to work as part of a team as well as independently and in isolation, using own initiative and planning own workload effectively
* A good level of IT literacy, including experience of using MS Office, email and the internet effectively
* A strong level of numeracy
* Strong customer service skills / customer focus
* Highly organised, works well under pressure and able to plan and prioritise tasks with minimum of supervision whilst delivering to a high standard.

**Qualities** * Able to develop effective working relationships with members of the public and individuals from a range of organisations.
* Friendly, helpful and customer focussed.
* Adaptable and supportive.
* Ability to work flexible hours (involving evenings and weekends, with time off in lieu, where applicable).
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| **Core Competencies for staff** |
| *Attributes/behaviours the role holder must possess to be successful in the role* |
| Service Focused | * Focuses on addressing organisational priorities and understands the success of Thames Reach depends on achieving trust and mutual respect between different parts of the organisation
* Able to represent Thames Reach effectively to all internal and external stakeholders
* Works effectively in partnership with others.
* Strong commitment to service users and passionate in belief that they can make real and lasting changes in their lives
* Portrays the organisation in a positive light
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| Clarity of Purpose | * Delivers objectives and targets linked to the team workplan and priorities
* Establishes clear priorities and a practical framework for achieving them and keeps issues in proportion
* Focuses on quality, impact and outcomes/results
* Exercises a good level of judgement and confidence in decision making
* Takes ownership for decisions that affect self, others and the organisation, within their range of responsibility
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| Embracing Change and Innovation | * Contributes to continuous organisational improvement
* Understands the need and actively contributes to change
* Is responsive, flexible and positive
* Responds positively to change

Is creative and innovation and able to bring improvements in systems and practices |
| Team Working | * Maximising the contribution of self and others to the organisation
* Provides constructive and positive feedback to colleagues
* Is supportive of others and shares knowledge, ideas and resources
* Listens to others and shows sensitivity to their needs, positions and points of view
* Sees productive conflict as normal and healthy and effectively handles disagreements and differences of opinions
* Motivates and inspires others
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| Effective Communication | * Respectful and courteous
* Use appropriate methods of communication
* Clear with own boundaries of , others and service users
* Gather and present the required information based on research, knowledge, experiences of self and others
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| Efficiency and Effectiveness | * Plan work effectively to minimise stress and pressure
* Takes action to promote a positive and good working environment
* Plan, prepare and review own work and identify potential future problems
* Consistent good performance and take action to solve problems in timely manner

Conscientious and professional |
| Managing and Developing Self | * Self critical and reflective
* Emotionally resilient
* Manages upwards as well as downwards
* Identifies learning and development needs to enhance performance and help contribute to the achievement of the organisation’s objectives
* Actively addresses own continuous professional development needs
* Assesses and continually develops own competence, seeking and accepting feedback from others
* Learns from self and others
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