

Service Document Standard Form:

Role Profile:

Receptionist / Administrator



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Linked documents: *Job Evaluation Guidance Note*

ROLE DETAILS:	
Role Title:	Receptionist / Administrator
Grade:	D
Service area:	Finance and Assets
Responsible to:	Facilities Manager

PURPOSE OF THE ROLE: <i>Why the role exists and what it has to achieve</i>
<p>To provide an efficient reception/front of house service that projects the required image and promotes the values of the Service. Ensure excellent customer service delivery throughout the reception, front of house functions.</p> <p>Act as a point of contact for both internal and external customers concerning the reception, front of house functions during the normal opening hours.</p> <p>To undertake administrative duties on behalf of the Service as directed.</p>

DIMENSIONS OF THE ROLE: <i>The key statistics associated with the role</i>
<p>Financial - Not Applicable</p> <p>Staff responsibilities - Not Applicable</p> <p>Any other statistical data - Not Applicable</p>

PRINCIPAL ACCOUNTABILITIES: <i>What the role is accountable for and required to deliver</i>
<ul style="list-style-type: none">• To be responsible for dealing with all incoming calls via the switchboard, enquiries via Service enquires email address, visitors on arrival• Efficiently taking and passing on information• Greeting visitors courteously, efficiently and directing them appropriately• Maintain security by following procedures, monitoring visitor logbooks, issuing visitors badges and arranging collection from reception

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- Update the Service's electronic access control system as required
- Manage the internal meeting room booking system
- Receive delivery of Service business letters/packages and arrange for collection from reception. Sorting and distributing as appropriate
- Logging the external post via the Royal Mail website and prepare for collection by Royal Mail
- To ensure cover is provided between the hours of 8.30am and 4.30pm Monday through to Thursday, and 08.30am and 4.00pm Friday, as instructed by the Facilities Manager. Working additional hours / days as reasonable requested by the Service to cover leave and absences
- To keep the reception area tidy
- To undertake various administrative duties, to include electronic ordering and goods receipting, invoicing, electronic record keeping/updating and helping to prepare mailshots and undertake any other reasonable administrative duties as directed by the Facilities Manager. Examples being:
 - To provide Property administrative support including to accurately record, maintain, and monitor the data entered on the Facilities systems through a full knowledge of Red Kite Defect reporting and contractor management process
 - To provide Fleet administrative support including to accurately record, maintain, and monitor the data entered on the Fleet systems through a full knowledge of Tranman, Driver Licence checking portal and fuel Management processes
 - To provide ad hoc administrative support to Service delivery

DECISION MAKING:

Make decisions: There will be an expectation for the post holder to make decisions related to their level, however outputs will be overseen by the line manager

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal: At all levels across the Service

External: External visitors, customers, partner organisations, the general public

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PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Service's aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- A good level of educational achievement, including an understanding of both written/spoken English alongside good communication skills

Experience:

- Working in an administrative role or environment
- Working on a reception, front of house function
- Working a switchboard

Skills:

- Able to use Microsoft Office Packages and input data
- Ability to work to time sensitive deadlines with attention to detail

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- Excellent communication skills
- Ability to plan and prioritise workload
- Good customer service skills
- Ability to work under pressure
- Good organising and prioritising skills
- Ability to work within a team and to interact with individuals
- Ability to work confidently on own initiative and without direct supervision

Knowledge:

- Competent in Microsoft Office applications
- Good IT skills
- Familiar with phone systems

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Full Driving Licence that is valid in the UK

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability, and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.