



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

Job Title: Receptionist

Department: Business Services

Grade: [Single Status 5](#)

Responsible to: Reception Supervisor or Assistant Building Manager

Purpose of the Role:

Do you pride yourself in your work? Are you a Team Player? Do you want to be part of an exciting Facilities Team within East Sussex County Council? Then this great opportunity is for you.

We are seeking an enthusiastic, self-motivated Receptionist to provide a high-quality reception and switchboard service and act as the main point of contact for all visitors to the corporate offices of the County Council.

You will support the building reception with duties such as dealing with clients on the telephone and face to face, greeting visitors and signing them in/out, you will support the teams in the building by sorting the post and deliveries ensuring they delivered to the correct team and ensuring the smooth running of a very busy reception and post area.

We are looking for candidates who work hard, with little supervision. Who can adapt their duties to fit around various daily requirements, sometimes at very short notice, who gets the job done, offers outstanding customer service and are mindful and observant around the building to prevent, report and deal with issues before or as they arise while remaining polite, friendly, courteous and conscientious. You will need a working knowledge of Microsoft, but training can be provided to improve those skills, as well as other courses deemed appropriate to support you in the role such as telephone skills and managing aggression, conflict resolution and an intro to customer services to name a few.

Key tasks:

1. Undertake reception duties and provide a high-quality front of house service.
2. Answer all calls, promptly, politely and efficiently, in the prescribed manner. Take messages and redirect calls when necessary whilst retaining ownership.
3. Control site access for staff, visitors and contractors in accordance with client and safety procedures.
4. Oversee meeting room bookings when required and in accordance with procedures.
5. Responsible Person with regards to First Aid provision
6. Report all faults in accordance with procedures.
7. Administer car park bookings as required
8. First point of contact for meeting room audio and visual problems.
9. Assist with other administration duties as requested, including preparing letters and bulk mailings, reports, memos and presentations, filing, photocopying etc.
10. Responsibility for the security of monies in the safe as required.
11. Maintain a smart appearance and wear uniform where provided.
12. On occasion, be prepared to cover other corporate reception sites as required.

Recognising that ESCC is a large organisation with a number of overarching priorities extending to all areas of our work, you should be aware of these Council priorities and proactively seek appropriate opportunities in your work/service area to contribute, in consultation with your line manager; in particular, but not limited to:

- Net zero emissions targets – reduce your work's environmental impact.
- Equality, Diversity and Inclusion – contributing to an inclusive and supportive working environment.
- Making the best of our resources - ensuring awareness of the impact of what you do to maximise the use of public monies.

PERSON SPECIFICATION

Essential education and qualifications

1. RQF Level 2 in Maths and English Language or able to pass assessment as part of the recruitment process

Essential key skills, abilities, knowledge, experience, values and behaviours

2. Organisational skills
3. Interpersonal skills and commitment to customer care
4. Telephone manner
5. Ability to deal effectively with conflicting priorities and workloads
6. Ability to work on own initiative and problem solve
7. Ability to keep calm and professional under pressure
8. Customer focused
9. Ability to converse at ease with customer and provide advice in accurate spoken English
10. Knowledge of Microsoft Office particularly Excel and Word
11. Awareness of the services provided by a County Council
12. Previous experience of working in a busy Reception
13. Team Worker
14. Flexible approach to work to meet service needs
15. Committed to staff appraisal and development
16. Approachable and helpful disposition

Desirable key skills, abilities, knowledge, experience, values and behaviours

17. Experience of working within local government

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	Yes
Working with children/vulnerable adults	Yes
Moving & handling operations	No
Occupational Driving	No
Lone Working	No
Working at height	No
Shift / night work	No
Working with hazardous substances	No
Using power tools	No
Exposure to noise and /or vibration	No
Food handling	No
Exposure to blood /body fluids	No