



# Role Profile

<b>Receptionist</b>			
Reference No.	I302.01	Type	Individual
Service	Communities & Neighbourhoods (Community Use of Schools)		
Job Family	Admin and Clerical	Grade	FC3

<b>Purpose</b>
To provide an efficient reception service to the public and be responsible for ensuring that appropriate procedures are adhered to and with regard to Customer Care policies.
To be a member of an Area Team providing administrative and clerical support to Community Use.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Providing an efficient front line service to members of the public, providing a high standard of customer care by communicating through handling telephone calls, emails and visits from the public.	Educated to SCQF level 4, which includes National 4 or Standard Grades (level 3 or above) in English and Maths/ core skills  Experience of working with the public	✓  ✓	
Word processing including creating and updating documents, photocopying, filing and other general clerical duties.	IT Skills in relevant software packages including MS Office (Embrace Technology & Information - see 'How We Work Matters' Framework) Time Management skills (Take ownership)	✓  ✓	
Maintaining registers and waiting lists.	Knowledge of Excel		✓

E = Essential Criteria    D = Desirable Criteria

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Cashing up and reconciling cash against booking sheets and registers.	Cash handling experience	✓	
Inputting details onto computer system and operating phone system.	Numerical skills	✓	
Reporting to offsite duty Lead Officer for clarification on any issues which cannot be dealt with by those on shift.	IT skills (Embrace technology & information)	✓	
Liaising with staff on duty regarding work instruction from Lead Officer including dissemination of information.	Communication skills	✓	
Resolution and handling of complaints, comments and compliments and escalating as appropriate.	Team working skills (Working together)	✓	
Ensuring accidents are reported timeously following Health & Safety Service procedures as necessary.	Customer Service/care skills (Focus on customers)	✓	
Ensuring that daily facility operating procedures such as Health and Safety and Emergency Action Procedures are implemented.	Conflict Handling Skills	✓	
Coordinating fire evacuation procedures and liaise with the fire service if required.	Initiative Taking Skills	✓	
Coordinating facility related issues and incidents in liaison with property or building services or PPP contractors.	Knowledge of Health & Safety	✓	
Acting as the initial point of contact for child protection incident and reporting.	Knowledge of Fife Council CUS Procedures		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.	Self-motivated	✓	
	Attention to detail	✓	
	Experience of maintaining confidentiality		✓

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>