



Role Profile

RECEPTIONIST/CARETAKER

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|---------------|-------------------------------|-------|---------|
| Reference No. | G256.02 (3) | Type | Generic |
| Service | Facilities Management Service | | |
| Job Family | Admin and Clerical 3 | Grade | FC3 |

Purpose

To provide a reception, building management, caretaking and security service for Council buildings and depots, including the protection of plant, equipment and vehicles in adjacent car parks.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Providing a reception service for visitors and Fife Council colleagues, providing general information and assisting with enquiries either in person or by phone, e-mail.

Dealing with difficult and challenging customers visiting the building.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Educated to SCQF level 5, which includes National 5 or SVQ level 2 or Standard Grades at Credit level including English or equivalent

✓

Experience of reception work (Take ownership - See 'How We Work Matters' Framework)

✓

Experience of resolving telephone enquires

✓

Communication skills

✓

Team working skills (Work together)

✓

Conflict management skills

✓

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|--|---|---|---|---|
| Acting as the first point of contact for customer complaints and comments. Resolving when possible and escalating non routine problems or issues to their Facilities and Civic Officer. | Knowledge of Customer Care (Focus on customers) | ✓ | | |
| Administering the issue of pool cars, including bookings, issue of keys and reporting/resolution of any issues. May also be required to drive a pool cars between buildings. | | | | |
| Acting as the First Aider for the building. | Current First Aid Certificate | | ✓ | |
| Carrying out building compliance checks, including water testing and fire safety. | | | | |
| Investigating reported repairs and maintenance through Council Asset Management System or through First Contact, including initial chase of works when not completed within expected timescales. | | | | |
| Setting out of meeting rooms as required including arranging the layout and removal of equipment or furniture including checks on sound and IT equipment. | | | | |
| Administering the room booking system including, accepting, declining and moving bookings as requested. | | | | |
| Carrying out the re-configuring of office space as directed by the Facilities Officer. | | | | |
| Carrying out building and equipment inspections as instructed. Requesting any relevant repairs as a result of the inspection. | Knowledge of health and safety | ✓ | | |
| Responsible for accepting, security and distributing parcels and mail, including receiving Fife Council tenders, and franking of external mail. | | | | |
| Undertaking basic grounds maintenance such as litter picking and snow clearing of access areas as required. | | | | |
| Undertaking handyman duties as directed and carrying out routine minor maintenance. | Minor maintenance skills (Deliver results) | ✓ | | |
| Carrying out and monitoring the removal of waste from buildings. | | | | |

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|--|---|----------|----------|
| Carrying out the monitoring of the use of the car park by building users and visitors and issuing reports and warnings to offenders in line with the agreed protocol. | Knowledge of traffic management issues | | ✓ |
| Responsible for securing the building/depot, including external gates and barriers and the secure holding and issue of keys. | Experience of building security | | ✓ |
| Responsible for the opening and closing of the building/depot, including initial walk round checks. | | | |
| Checking the identity and authorisations of all contractors working in the buildings. | | | |
| Monitoring outside activity via television screens and take action where necessary. | | | |
| Assisting with fire or any other building evacuations. In smaller building take the lead role in case of a fire, other evacuations. | | | |
| Maintaining the Councils Building Access system within multi-occupancy offices on a day to day basis. | IT skills (Embrace technology and information) | ✓ | |
| Creating, producing and issuing ID cards. | | | |
| Providing reports to Services as requested on for example pool car usage, room bookings, building access visitor numbers and ID Card production. | | | |
| Maintaining a database to ensure stock levels of consumables, including the ordering of supplies though the Councils purchasing system to maintain minimum stock levels. | Knowledge of stores procedures | | ✓ |
| Carrying out general office administration, including producing letters, notices, spread sheets, minute taking as required. | | | |
| Undertaking all other duties as required for the role. Duties will be in line with the grade. | | | |

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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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|---|---|----------|----------|
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|---|---|----------|----------|

RECEPTIONIST/CARETAKER DEPOT DUTIES

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|--|--|--|--|
| Controlling site/movement, operating barriers and gates some using the Automatic Number Plate Recognition (ANPR) system. Monitoring user compliance with traffic management plans and site rules. | | | |
| Checking after dark automatic lighting has switched on and switch on external lighting as required. | | | |
| Monitoring the fuel site and vehicle wash facilities. | | | |
| Carrying out general housekeeping including removal of debris from roads, lanes and generic yard space and responding to spills. | | | |

RECEPTIONIST/CARETAKER CIVIC DUTIES

| | | | |
|---|--|--|--|
| Attending Full Council to take care of any technical issues, fill water jugs, and pass messages to Provost. | | | |
|---|--|--|--|

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 checked="" type="checkbox"/> |
| | Basic Disclosure <input type="checkbox"/> | Standard Disclosure <input type="checkbox"/> | Enhanced Disclosure <input type="checkbox"/> | |

Role Profile

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results