

Job Description

Job title	Evening Receptionist
Directorate	PLACE : Regeneration, Culture and Environment
Division	Medway Adult Education
Range	MPR 1
Reports to	Senior Business Customer and Finance Officer

Main purpose of the job:

To have direct contact with the public in supervising admission to the adult education centre in the evening (Rochester or Gillingham) and deal with any queries that arise following set protocols and procedures. Meet responsibilities with regard to Health and Safety including working to promote and apply the Service safeguarding policy and act in accordance with the equal opportunities policy and undertake the duties as required by corporate and directorate action plans.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

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Accountabilities and outcomes:

- Meet and greet MAE learners.
- Complete destination calls
- Complete nonpaying enrollments only.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Senior Business Customer and Finance Officer .

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at either Rochester or Gillingham, although they may be expected to work at any location across Medway.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to 2 GCSE's Grade 4 or above. (Including Maths and English) or equivalent.

Level B (in addition)

- Minimum of a year's customer service experience.

Level C (in addition)

- Customer Service Level 1
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Knowledge

Level A

- Good communication skills with the ability to use the most appropriate style and method of communication with people at different levels inside and outside the organisation.

Level B (in addition)

- Knowledge of Adult Education Setting

Level C (in addition)

- Ability to use judgemental or creative skills to interpret information or situations and to solve straight forward problems, adapting to new ways of working where necessary.
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Experience

Level A

- Experience of working in a customer facing environment

Level B (in addition)

- Excellent ICT skills with the ability to demonstrate the application of these within the work context.

Level C (in addition)

- Provide and maintain adequate and up-to-date detailed records of our MIS system to enable the effective delivery of service to our learners
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Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook
- Ability to use own initiative as well as be part of a team

Level B (in addition)

- Ability to remain calm and think clearly under pressure, dealing with several tasks during a period of time.

Level C (in addition)

- Ability to demonstrate a wide understanding of customer needs and being able to manage their expectations.