

Operations Team
Career progression framework
April 2025

Job Title	Level	Duties			
Evening Receptionist	One Level Range 1		Requirements at this level:		
		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 in line with the remit of the role as required by line manager	Qualifications •Educated to GCSE's Grade 4 or above Including Maths and English or equivalent. •Customer Service Level 1 or willing to work towards. Knowledge •Knowledge of good customer service •Knowledge of how to deal with a wide variety of queries politely and professionally •Knowledge of how to answer the phone in a polite and courteous manner. Experience •Experience of working in a customer facing environment •Experience of providing e and maintaining adequate and up-to-date detailed records, preferably using a MIS system Skills •Proficient in the use of Microsoft Word, Excel, Teams and Outlook. •Ability to use own initiative as well as be part of a team. •Ability to remain calm and think clearly under pressure •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. •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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