

## Job Description

Job title	Innovation Centre Receptionist
Directorate	PLACE : Regeneration, Community and Culture
Division	Regeneration
Range	MPR 2
Reports to	Front of House Manager

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### Main purpose of the job:

To provide help, advice and support services whilst operating the reception desk acting as the first point of contact for tenants and visitors to the Innovation Centre Medway both in person, by email and over the telephone. In addition to support the Virtual tenants and those at the Innovation Studio Medway.

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

### Accountabilities and outcomes:

To perform the day-to-day operations of the reception desk acting as a first port of call for tenants and visitors, providing effective administration of office services such as handline of post, processing meeting room bookings, preparing meeting and conference facilities, liaising with contractors, dealing with tenancy enquiries, issue resolution and processing invoices and ensuring all enquiries are dealt with politely, promptly and accurately.

Provide support to all team members across all areas of ICM activity be they financial, property or Café based to deliver effective services to customers.

To administer various IT systems such as door entry, telephone, photocopier and conference presentation kit to ensure that systems are operating correctly and providing services.

To provide support to the ICM manager and Front of House manager on any ad-hoc tasks as and when they are required.

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 Front of House Manager

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 the Innovation Centre Medway, 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

- GCSE Grade A-C in English and Maths

#### Level B in addition

- First Aider  
Fire Marshal

#### Level C in addition

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### Knowledge

#### Level A

- Interpersonal skills, with an ability to establish effective working relationships at all levels of seniority

#### Level B (in addition)

- Multi-tasking with good work prioritisation

#### Level C (in addition)

- <add in role specific knowledge>
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### Experience

#### Level A

- At least 2 years working on a reception

#### Level B (in addition)

- Customer Service

#### Level C (in addition)

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### Skills

#### Level A

- Proficient in the use of Microsoft Word, Excel and Outlook

#### Level B in addition

- Excellent attention to detail

#### Level C in addition

- Problem solving with a versatility to apply oneself to a wide range of different challenges and tasks



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