

Devon County Council
Job Description

Position Title	Receptionist /Support Clerk		
Location	Ellen Tinkham School / College		
Reporting to	Communication Manager		
Position Number(s)			
Grade	C		
Directorate/Section/School			
Effective date of JD		JE Job Number	G.0469

Job Purpose including main duties and responsibilities:

The main purpose of the job is to

Undertake reception duties which include greeting personal callers to office, and redirecting incoming telephone calls to appropriate department / officer

Main duties and responsibilities:

Provide first point of contact service to callers to the office. Ascertain nature of call and advise appropriate department of presence of the caller

Provide a point of contact for telephone callers. Ascertain nature of call and direct to the appropriate department

Ensure all visitors sign in and out of building. Issue visitor identity cards, ensure return

Receive post and parcels into the office, arrange for onward delivery to appropriate department

Ensure reception area presents a professional and welcoming image to all callers

Complete all necessary reception administration

Assist with data input and undertake other administrative duties as required

This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

Person specification:

Attribute	Essential	Desirable	Method of Assessment
Management	◦	◦	◦ Application / interview
Experience	◦ Reception work ◦ Administration processes	◦	◦ Application / interview
Practical Skills	◦ Word processing / telephony	◦	◦ Application / interview
Communication	◦ Customer care experience ◦ Ability to fulfil all spoken aspects of the role with confidence and fluency in English	◦	◦ Application / interview
Personal Qualities	◦ Team worker	◦	◦ Application / interview
Strategic Thinking	◦ Understand the business of the organisation and the importance of good reception service to this business	◦	◦ Application / interview
Technology / IT Skills	◦ MS office software ◦ Telephony	◦	◦ Application / interview
Education and Training	◦ Numerate and Literate to GCSE (level 2)	◦	◦ Certificates
Equal Opportunities	◦ Devon County Council and it's staff have a Statutory obligation to implement anti-discriminatory and equal opportunities when carrying out their duties	◦	◦ Demonstrate knowledge at Interview
Physical	◦ Able to carry out the duties of the post with reasonable adjustments where necessary	◦	◦ OH1
Other relevant factors	◦ Commit and conform to DCC Customer Service Standards	◦	◦