

## **Receptionist**

**Salary:** Band 3 - £14,611 - £14,850 p.a. (£24,027 - £24,420 p.a. FTE)

**Hours:** 22.5 per week to be worked Mon - Friday 9.00am to 1.30pm (potential for term-time only) - potential for additional hours to cover sickness and annual leave

The expectation is that the centre will be closed for approximately 1 week per year and staff will be required to take this as part of their annual leave (excluding statutory holidays / usual non-working days).

**Contract:** Permanent

**DBS Disclosure at basic level will be required prior to any offer of employment**

## **The Service**

The Community Learning Service (CLS) is based at The Learning Place in North End. The Service offers a high-quality Community Learning programme which meets local need including learning opportunities such as Functional Skills English and Maths, computers and the internet, cookery, Family Learning, Community ESOL, Health and Wellbeing, Employability and more.

## **The post**

- Reports directly to the Admin & MIS Officer
- Provides reception and centre support to the Community Learning Service Team
- Working on the main reception area at The Learning Place acting as first point of contact for all visitors to the centre.
- Supporting the day to day operational running of the centre

## **What is the role?**

The job is varied and involves working in a very busy environment. Your duties will include

- Meeting and greeting centre users in a friendly manner, answering telephone and email enquiries, providing information.
- Enrolling learners on courses, creating and maintaining learner records on the service's web-based Management Information System.
- Cash handling, particularly course fees and processing all financial transactions via the PIMS e-payments system
- Daily set up, close down and maintenance of the self-service cafe.
- Supporting the centre, preparing rooms for use (this involves moving tables and chairs).

- Maintaining displays and information in the reception and general maintenance such as keeping the area tidy.
- Routine administrative tasks such as word processing, data entry, filing/archiving.
- Supporting the day to day operational running of the centre
- Some limited decision making within a set of guidance notes, for example, to resolve an issue, dealing with a late arrival or absence of a tutor (note; a senior colleague will be available to cover any immediate, more serious issues).

You will be working as part of an administration and support team that will be required to cover centre opening hours

### **Who is the person?**

- Demonstrate an excellent level of English as you will be required to communicate effectively both verbally and in writing
- A good level of IT skills, and to be a competent user of Microsoft Office packages
- Excellent interpersonal and organisation skills
- A commitment to team working
- Enthusiastic and a proactive approach to working
- Flexible and adaptable
- Ability to act on your own initiative
- Good time management skills and the ability to prioritise your workload

Your actions will influence the customer experience and their satisfaction with CLS. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to our visitors. You provide service in line with the centre's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include face-to-face, telephone, post, email, text and social media.

### **Additional information**

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full policy.

## **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.