

Receptionist

Grade: 4

Directorate: Operations

Location: WWT London Wetland Centre

Reporting to: Office Supervisor

Main function of the post: To provide reception and administrative services to WWT London Wetland Centre.

Supervisory Responsibility: None

Main responsibilities of the post:

1. Provide a warm, welcoming and appropriate response to all enquiries. In liaison with the Office Supervisor, ensure adequate cover is always provided for Reception and that handovers between all reception staff is effective.
2. To assist the Office Supervisor with the recruitment and training of office volunteers
3. To deal effectively and efficiently with all messages, enquires and faxes received.
4. To respond in a professional and prompt manner to customer feedback, seeking input from line managers where appropriate.
5. To promote WWT wherever possible – in particular London Centre events and activities, corporate functions and corporate membership and to administer bookings activities to ensure that all visitors receive the best possible experience.
6. To raise invoices to ensure that income is maximised.
7. To greet and sign-in business visitors and notify the department they are visiting, and to be responsible for the receipt of all deliveries, ensuring all recipients are notified in a timely fashion.
8. To be responsible for the smooth running of internal and external postal services, to include distribution of incoming and outgoing post, ensuring that the most cost-effective methods are adhered to at all times.
9. To be responsible for ensuring that all problems with office equipment, computer and telephone system are dealt with quickly and efficiently to minimise disruption to users.
10. To take minutes at meetings and to ensure that these are distributed in a timely manner to relevant parties.

11. To provide administrative support to London Wetland Centre staff to include such activities as uniform ordering, car hire, hotel bookings, meeting rooms and any other administrative duties relating to the Centre as directed by the Office Supervisor.
12. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work
13. To be responsible for engaging with the principles of the WWT Environmental Statement and Personal Sustainability Standards being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
14. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
15. To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.
16. To be first aid trained and to take part in the duty first aid rota

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: September 2016

Date Amended: October 2019

Person Specification

1. Qualifications

Essential:

- Good basic education – minimum of 4 GCSEs (or equivalent) grades A-C including English and Maths
- Computer literate in Microsoft Outlook, Word and Excel

Desirable

- Word processing/ typing to RSA stage 2
- First Aid
- Basic knowledge of UK bird species

2. Experience

Essential:

- Experience of working in a busy administrative role, which includes reception duties
- Professional telephone manner and approach; experience of exercising professional discretion with sensitive information
- Regular face-to-face contact with visitors and public
- Accurate record-keeping and excellent organisational skills
- Experience at taking and distributing minutes

Desirable:

- Familiar with modern switchboard operation

3. Managerial & Supervisory

Essential:

- Ability to assist with the recruitment, training and supervision of volunteers to cover reception and administration duties

Type of staff	Number managed	Number supervised
Permanent Staff	0	
Supervised / Managed	0	
Volunteers / Casual Workers	0	3

4. Responsibility

Essential:

- Ensuring systems and procedures are correctly and consistently followed in any required areas
- Effective control of cost in any required areas and ensuring that any money owing to the Trust is invoiced
- Timely communication with all departments
- Effective time management to ensure most efficient use of time

Desirable:

- Previous handling of petty cash & budgets

Levels of financial responsibility

Type of Responsibility	Level (£'s)
Expenditure (exc payroll)	£0
Cash Handling	£150 for stamps
Assets (required for job, exc buildings)	£0
Visitors (per annum)	£0

5. Creative Ability

Essential:

- Ability to coordinate information packs, letters and other correspondence in response to visitor queries to an exceptional standard
- Ability to streamline processes to ensure most effective use of time
- Ability to promote and encourage cross marketing
- Ability to prioritise tasks and manage time effectively without supervision

Desirable:

- Pro active approach to problem solving

6. Contact

Essential:

- Ability to communicate effectively with all levels of staff , visitors and contractors
- Regular contact with visitors, business visitors and the general public