



Receptionist

Grade: 4

Directorate: Operations

Location: WWT Slimbridge Wetland Centre

Reporting to: Centre Office Supervisor

Main function of post: To ensure the smooth operation of WWT Reception and undertake additional administrative tasks

Supervisory responsibilities: None

Responsibilities of the post

1. Provide a warm, welcoming and appropriate response to all enquiries. In liaison with the Centre Office Supervisor, ensure adequate cover is always provided for Reception.
2. To deal effectively and efficiently with all emails, messages and enquires received via Reception.
3. To promote WWT wherever possible – in particular Slimbridge Centre events and activities, group visits, corporate functions and corporate membership
4. 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.
5. To be responsible for the smooth running of internal and external postal services, ensuring that the most cost-effective methods are adhered to at all times and that departments are invoiced accordingly.
6. To be responsible for ordering stationery and first aid kit supply replenishment for Slimbridge Centre and HQ departments when required, invoicing each department accordingly.
7. To monitor the stock levels of post room, computer and photocopier stationery/supplies, re-ordering as and when required, also ensuring all equipment including the photocopier and franking machine are fully functioning at all times.
8. To help maintain an accurate diary system for group visits, events, internal functions and room bookings including booking wheelchairs and scooters.
9. To help liaise where necessary with other departments coordinating requirements for internal bookings including events, functions and group bookings.

10. To prepare and circulate key summary documents such as the staff and volunteer newsletter, the staff telephone list and help when necessary with other daily documents that ensure smooth running of the visitor centre
11. To assist with administrative duties relating to the Centre as required as directed by the Centre Office Supervisor, including the duty rota ensuring adequate Duty Management and First Aid cover throughout the year
12. To work alongside volunteers encouraging, developing and supporting them in their work for WWT, ensuring that they have a positive volunteering experience.
13. 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.
14. To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
15. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
16. To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.

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: March 2008

Amended: April 2021

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
- Current driving license as there may be a requirement to travel to other locations.

Desirable:

- First Aid

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
- Familiar with modern switchboard operation

Desirable:

- Familiar with the use of a modern franking machine

3. Managerial & Supervisory

Essential:

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	0	0
Volunteers	0	0
Casual Workers	0	0

4. Responsibility

Essential:

- Ensuring systems and procedures are correctly and consistently followed in any required areas
- Effective control of cost in any required areas
- Timely communication of enquiries with all departments
- Effective time management to ensure most efficient use of time
- Maintain an up to date manual detailing processes and procedures to ensure all aspects of the role are consistently performed to agreed standards

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure	£0
Cash Handling	£500
Assets (required for job, exc. buildings)	£0
Visitors (number per annum)	250,000

5. Creative Ability

Essential:

- Ability to conduct research using resources available
- Ability to streamline processes to ensure most effective use of time

6. Contact

Essential:

- Regular contact with Slimbridge and HQ staff and volunteers, plus staff from other Centres
- Regular contact with visitors, business visitors and the general public
- Regular contact with external suppliers

General Notes

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.