

**Post:** Receptionist **Grade:** 4

**Centre:** London **Directorate:** Centre

**Reporting to:** Office Manager

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

**Supervisory Responsibility:** None

**Hours worked:** 37.5 hours per week

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**Main responsibilities of the post:**

1. Provide a warm, welcoming and appropriate response to all enquiries. In liaison with the Office Manager, ensure adequate cover is always provided for Reception and that handovers between all reception staff is effective.
2. To assist the Office Manager 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 comment cards and complaints, 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 payroll, hire cars, hotel bookings, meeting rooms and any other administrative duties relating to the Centre as directed by the Office Manager.
12. To comply with WWT's policies and procedures at all times, including Health and Safety, Data Protection, customer care and corporate identity.

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. The post holder is also required to be first aid trained and to take part in the duty first aid rota

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**Date raised:** September 2016

**Date Amended:**

## 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

<b>Type of staff</b>	<b>Number managed or supervised</b>
Permanent Staff	0
Supervised / Managed	0
Volunteers / Casual Workers	6

### **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

**General Notes**

This is a full-time position, generally Mon-Fri. There may be an occasional requirement to work some evenings, weekends and public holidays to meet the needs of the post. This would be organized on a fair rota basis, if and when required.