



SOUTH LANARKSHIRE
Leisure & Culture

Receptionist Job Profile

Service: Cultural Services	Grade Scale: Grade 1 Level 1/2
Reports to: Duty Manager	

Purpose of Job
To ensure the smooth and efficient running of the reception area.

Key tasks and responsibilities
<ul style="list-style-type: none">To deal with all aspects of cash handling and reconciliation, issuing of receipts and preparation of monies for banking in accordance with Trust procedures and standards.
<ul style="list-style-type: none">To deal with customer enquiries providing assistance and information in line with the Trust's customer care standards.
<ul style="list-style-type: none">To carry out clerical duties to assist in the smooth running of the reception and other areas of the facility.
<ul style="list-style-type: none">To promote all centre activities to customers
<ul style="list-style-type: none">To receive and distribute mail and goods.
<ul style="list-style-type: none">Any other duties as required.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	<ul style="list-style-type: none">Experience in a public facing environment.	<ul style="list-style-type: none">Previous work experience in a public facing environment .
Skills, knowledge, experience	<ul style="list-style-type: none">Organisational skills and knowledge, understanding of IT and Microsoft packages.	
Personal Qualities	<ul style="list-style-type: none">Customer focused.Supportive team player to work in a flexible and adaptable manner.	
Other		

Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.
- Candidate Disclosure Check, where applicable

Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

Own It – what can you do

- Are motivated to deliver the best possible services.
- Aim to get things right first time and commit to continuous improvement.
- Demonstrate fairness, inclusivity, valuing diversity and equality.
- Ensure compliance with external/internal regulations and that you and others are responsible and accountable.
- Take ownership of decisions and consider the wider implications for you, the team, and the organisation.
- See a job through to completion.
- Be accountable for outcomes good or bad.

Be a great team - what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be Positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.

- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.