



SOUTH LANARKSHIRE  
Leisure & Culture

## Receptionist Job Profile

<b>Service:</b> Museums, Libraries, Outdoor, Country Parks, Outdoor Resource Base	<b>Grade Scale:</b> Grade 1 Level 1/2
<b>Reports to:</b> Administration Assistant	

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

Key tasks and responsibilities
<ul style="list-style-type: none"> <li>Promote SLLC membership option to all existing and potential members.</li> </ul>
<ul style="list-style-type: none"> <li>To act as first point of contact and ensure access to SLLC facilities is controlled and that customers, colleagues and stakeholders are dealt with effectively.</li> </ul>
<ul style="list-style-type: none"> <li>Responsibility for till and reconciliation of monies in line with Trust procedures and guidelines.</li> </ul>
<ul style="list-style-type: none"> <li>Perform clerical duties including filing, copying and mail distribution.</li> </ul>
<ul style="list-style-type: none"> <li>Operation of electronic booking/till system.</li> </ul>

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

## 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 from your 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.