

**Receptionist/Administrative Assistant, Grade 4, SCP 16 - 22 (£21,661- £25,855)
– commencing on point 16**

An exciting opportunity has arisen for a Receptionist/Administrative Assistant to join the Chief Executive's Department. The main duties of the post will be to carry out reception duties and provide Administrative Assistance to the Department. Candidates must have a good standard of general education to GCSE level, written and oral communication and an excellent telephone manner. You should also be computer literate.

An application pack can be obtained from the HR Department on 696455, downloaded from www.douglas.im or collected from the Henry Bloom Noble Library. The closing date for the receipt of completed applications is 5.00 pm Wednesday, 10th May 2017.

DOUGLAS BOROUGH COUNCIL JOB EVALUATION SCHEME JOB DESCRIPTION

DEPARTMENT	Chief Executive's
SUB-SECTION	Secretarial/Administration
DESIGNATION	Receptionist/Administrative Assistant
REPORTS TO	Senior Receptionist/Administrative Assistant
DURATION	Permanent
HOURS OF DUTY:	Monday – Friday (37 hours per week) (daily: 8.45 am – 5.15 pm with 1 hour 10 minutes for lunch)
GRADE:	Grade: 4 (SCP 16 – 22) (£21,661 - £25,855)

MAIN PURPOSE OF THE JOB

Provide general assistance to visitors to the Town Hall and administrative support to the Secretarial Administration Team in order to ensure that services are provided in an effective and efficient manner, either in person or over the telephone.

Receive and direct visitors courteously and efficiently so that they can access the appropriate service without difficulty and project a positive and friendly image to all visitors, either in person or via the telephone.

Undertake a variety of administrative duties to assist in the smooth running of the Chief Executive's Department.

SUMMARY OF RESONSIBILITIES & PERSONAL DUTIES

1. Provide an efficient reception, switchboard and signposting service to anyone accessing Council services by face to face, telephone, post, email, fax or other means, appropriate to their needs and ensure familiarity with processes.
2. Be the first point of contact for all visitors to the Reception area answering general enquiries in a professional and efficient manner.
3. Provide all visitors with a visitor badge and ensure badges are returned to Reception when visitors sign out.
4. Handle all incoming calls in a professional and efficient manner and pass on any calls or messages left to the appropriate person.
5. Open, record and acknowledge all incoming mail and record and frank outgoing mail as required. Receive and dispatch fax messages as required.
6. Be responsible for updating the daily electronic welcome message / meetings screens.
7. Assist with reservation of meeting rooms via the electronic room booking system.

8. Assist with the administration and processing of cremation papers.
9. Assist with the provision of an administrative, typing and administrative support to the as may be required.
10. Assist with the administration associated with the Council's car parks including the allocation and letting of contract spaces, issuing of parking permits and the administration associated with Excess Charges.
11. Be familiar with and operate a wide range of office equipment, including fax, photocopiers, scanning and word processing equipment and computer peripherals and the car park monitor.
12. Be responsible for keeping the Reception area, counter, notice boards and leaflet dispensers tidy, up to date and free from obstructions and clutter.
13. Provide refreshments for officers and visitors as required.
14. Undertake interdepartmental work as may be required.
15. Ensure complete and total confidentiality is maintained at all times. Ensure all work undertaken complies with relevant policies and procedures and is in accordance with Council and Standing Order requirements.
16. Assist in promoting, encouraging and maintenance of a good working relationship with Government Departments, Politicians, Members of Council, Chief Officers and other officers.
17. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
18. Compliance with the provisions of the Isle of Man Data Protection Act 2002, the Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.
19. Be responsible for ensuring the health, safety and environmental risks are adequately assessed and controlled in respect of self.
20. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
21. Bring to the attention of the Executive Officer matters of a personnel, political or sensitive nature.
22. Such other duties of a general or specific nature as may from time to time be required by the Senior Receptionist / Administrative Assistant or Executive Officer.

SELECTION CRITERIA

Essential

1. 3 GCSE's including English, Grade C or above or equivalent.
2. Experience of office administration and reception duties.
3. Excellent telephone manner and good organisational skills and experience of working with the general public, face to face and via the telephone.
4. Excellent team working, communication and interpersonal skills.
5. Self-motivated, innovative and capable of working to deadlines.
6. Ability to promote a smart and professional image.
7. Good IT skills.

Desirable

1. Experience of local government.
2. An understanding of the operations and functions of a local authority.
3. Political sensitivity.

FOR OFFICE USE:

Signed _____ (Vacant)

Signed Line Manager _____ (Jan Keig, Executive Officer)

Signed Chief Officer _____ (Kathleen Rice, Chief Executive)

Date _____

Executive Committee Approval (date) N/A

Revision date 06.16

Evaluation (date) N/A