

Castle Point Borough Council

Directorate of Housing & Communities Revenues & Benefits Service

Job Profile

Designation	Receptionist
Post number	RB036
Grade	Local Scale Points 14 to 17
Location	Benfleet Council Offices
Responsible to	First Contact Manager
Regular contacts	Staff of this and other departments, Members of the Council, other local authorities, public bodies and agencies, welfare and advice groups, and members of the public.
Purpose of the job	<p>To undertake the daily administration of switchboard and reception functions supporting customer enquiries received by phone and in person.</p> <p>To deliver high quality customer service, resolving enquiries at the first point or accurately signposting, as required, all customers interacting with the Council, both externally and internally, by phone and in person.</p> <p>To maximise the customer service contacts database and promote self service and e-channel solutions.</p> <p>To actively support the Council's Transformation agenda by implementing efficient and effect ways of working and by driving performance in accordance with agreed standards.</p>

Main activities

- 1 To contribute to the Council's corporate objectives, priorities, and corporate agenda for achieving continuous improvement in service delivery and any external performance assessments.
- 2 To receive and transfer both incoming and outgoing telephone calls and deal with the public enquiries at the reception desk.

- 3 To assist First Contact Advisors and Specialists with non-complex enquiries made by customers in person or by phone, as required.
- 4 To receive and sign for all incoming post and deliveries.
- 5 To provide support and assistance with scanning, indexing, print/post, and corporate post functions, as required.
- 6 To assist in the maintenance of up-to-date telephone directories and corporate phone records.
- 7 To actively promote and direct customers to self and e-services, where appropriate and relevant.
- 8 To promote awareness of other Council services, where appropriate.
- 9 To signpost customers to external agencies where appropriate.
- 10 To deliver reception and switchboard services in accordance with any relevant Service Level Agreements/Contracts agreed with external services located within the Council Offices.
- 11 To maintain a general knowledge and awareness of procedures and services provided across the council and by relevant partners.
- 12 To support the Council and DWP's strategies for preventing benefit fraud and error, increasing Compliance, and protecting the Tax Base.
- 13 To support the Council's Customer Promise.
- 14 Personal responsibility under the Data Protection Act 1998.
- 15 Any other duties consistent with the Officer's responsibilities, qualifications and experience, relevant to the purpose of the job as may reasonably be requested by the Head of Service or their representative.

Competencies required

Self Awareness and Control	All measures
Personal Effectiveness & Self Development	1,2,6 and 9
Analysis and Judgement	2 and 5
Interpersonal Skills	1,2,4,5,6 and 7
Organisational Awareness & Joined Up Thinking	1 only
Customer and Client Awareness	3,4,and 5
Using and Managing Resources	6 only
Working in Partnerships and Managing Contracts	None
Managing Processes & Measuring Results	4 only
Managing and Developing People	None
Leadership	None
Professional & Technical	2 only

Signed:

Name:

Date: