

Reception worker

Key work areas and tasks

Operate the reception and provide information

- Welcome clients coming into the bureau contact area.
- Explain waiting times and procedures to clients.
- Provide information about the CAB and other advice services to clients from a diverse range of backgrounds and cultures.
- Work collaboratively with other colleagues involved in the advice work process.
- Provide a service that is based on sensitivity and respect for clients.
- Acknowledge children and / or any special needs and take appropriate action.
- Maintain confidentiality about clients and their contact with the bureau.
- Consult the gateway / advice session supervisor appropriately.
- Work within agreed bureau systems and procedures.
- Answer the telephone and refer calls or take messages.
- Process client information collected at the reception helpdesk.
- Provide client with information where appropriate, including details of other agencies, and point out leaflets / factsheets from Adviceguide.
- Create, maintain and archive paper and electronic filing systems in accordance with the bureau's systems and procedures.
- Liaise with advice staff regarding support for individual clients.

Social policy

- Assist with social policy work by providing information about clients' circumstances through the appropriate channel.

Maintain and develop advice work administrative systems

- Before the session, check facilities in the reception area and reception materials.
- Maintain stocks of stationery, leaflets and posters, and order from suppliers.
- Update public information materials and information.
- Maintain online and other electronic appointment diaries.
- Maintain statistics and collate and produce reports to a prescribed format.
- Use IT for record keeping.
- Ensure that all work conforms to bureau's systems and procedures.

Professional development

- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions / team meetings / staff and volunteer meetings as appropriate.
- Undergo relevant training as identified with line manager.

Other duties and responsibilities

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

- Any other relevant admin and support duties required to ensure the smooth running of the bureau.
- Demonstrate commitment to the aims and policies of the CAB service.

Person specification

- An understanding of and commitment to the Aims and Principles of the CAB service including the service's equality and diversity policies.
- An understanding of discrimination or the willingness to learn about it.
- Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Experience of providing reception services or similar, preferably within a social welfare environment.
- Excellent verbal communication skills including telephone skills.
- Good numeracy and literacy skills.
- Ability to access relevant signposting information including electronic and written materials.
- Ability to implement administrative policies and procedures in a busy work environment.
- Good IT skills, including MS Word, email and the internet.
- Flexibility and willingness to work as part of a team.
- Friendliness and approachability
- Awareness of the potential needs of, and demands placed on, vulnerable clients.
- Understanding of bureau procedures and the way the bureau works.
- Ability to manage time effectively.