

Receptionist Job Description & Personal Specification

Responsible to: Advice Session Supervisor

Purpose of Role

To welcome clients, provide information and ensure they are dealt with according to bureau systems.

Working within the aims, principles and policies of the Citizens Advice Bureaux Service:

- to provide the advice people need for the problems they face;
- to improve the policies and practices that affect people's lives.

The Receptionist is a member of a team of voluntary and paid bureau staff who provide a free, confidential, impartial and independent service to the public.

Key Work Areas & Tasks

- Operate the reception and providing 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
 - Maintain online and other electronic appointment diaries
 - Update public information materials and information
 - Use IT for record keeping
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Social Policy

Contribute to the bureau's work of exercising a responsible influence on Social Policies, both local and national, which affects the lives of clients by:

- Identifying social policy issues
 - Participating in local and national social policy campaigns.
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Equal Opportunities

Contribute towards the Citizens Advice Equal Opportunities and Positive Action policies by providing an impartial and non-judgmental service to all clients:

- Identifying possible breaches of Equal Opportunities legislation, policy and practice
 - Taking part in Social Policy exercises focused on Equal Opportunities issues
 - Challenging behaviour which indicates discrimination
 - Assisting the bureau in making the service accessible to all clients irrespective of race, gender, sexual orientation and disabilities
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Training & Development

- Keep up to date with information resources, legislation, policies and procedures and undertake appropriate training
- Assess own practice to identify own training and development needs
- Being assessed by the manager or advice session supervisor
- Learning through training and reflecting on practice
- Keeping informed about the local community, local and national issues, developments and changes

Development of the Service

Contribute to the development of the team by

- Participating in staff meetings
- Contributing to the discussions about the overall planning and policy of the bureau service, both nationally and locally

Administration

- Use IT for statistical recording, record keeping and document production
- Ensure that all work confirms to the bureau's policies and procedures
- Share in the necessary administration (e.g. ordering leaflets) and domestic tasks

Personal Skills & Qualities that a Receptionist needs:

- Friendliness and approachability
- 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
- 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 Word, email and internet
- Flexibility and willingness to work as part of a team
- Awareness of the potential needs of, and demands placed on, vulnerable clients