

Job Description

Receptionist	
Grade	B
Directorate	Finance and Support Services
Place of Employment	Yare House, Norwich

Main Purpose of the Job:

Deliver an excellent and efficient reception experience for visitors. Take telephone calls, receive visitors to the office, assist in the management of office resources and manage incoming and outgoing post.

Main Activities and Responsibilities:

1. Operate the Authority's telephone switchboard and transfer calls as required and record and pass on all messages received on the answer phone, including taking specific requirements and details as required by different sections e.g. Planning.
2. Provide a reception service for all visitors to Yare House (receiving visitors, recording details, issuing passes and contacting their host).
3. Unlock, lock and maintain the reception area. Maintain a secure, tidy and safe working environment.
4. Receive incoming general email messages and forward them to other officers as appropriate by quickly understanding the nature from broad knowledge of enquiry types.
5. Run the despatch of post and the opening, recording and onward transmission of incoming post.
6. Prepare the outgoing post in line with Royal Mail requirements, guidelines and cost-efficient manner.
7. Monitor the franking machine and scales, including the ordering of consumables, franking machine credit and liaison with engineers.
8. To organise and manage the storage and retrieval of off-site archived documents.
9. Monitor and order stationery and equipment as appropriate and as approved. Consider efficient use of current resources and eco-stationery.
10. Assist in the management of Yare House facilities management requirements as a first port of call by arranging swift resolutions impacting on staff and visitors.
11. Order catering when authorised to do so. Log and report on catering history ensuring value for money.
12. Monitor the Authority's visitor parking spaces.
13. Carry out other duties and administrative tasks appropriate to the nature and grade of the post directed by the Head of ICT and Collector of Tolls.

Key Relationships:

1. Reports directly to the Head of ICT and Collector of Tolls
2. Works closely with the Tolls Team
3. Works with the Visitor Services Supervisor to provide information point services to the general public.
4. Works closely to support other Broads Authority personnel, as required by the line manager.
5. Liaises with members of the Authority, committees and forums and members of the public in carrying out the duties.

Person Profile

Specification	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none">▪ GCSE standard of education (or equivalent) including English and maths.▪ Knowledge of Broads National Park area and local amenities - to be able to respond accurately and efficiently.▪ Procedural knowledge of reception services including emergency procedures, bomb alert or aggressive behaviour to protect self and others (staff and other visitors).	<ul style="list-style-type: none">▪ Secretarial Qualifications.
Specialist Knowledge & Skills	<ul style="list-style-type: none">▪ Knowledge and experience of using Microsoft Office applications (Word/Excel/Access).▪ Previous experience of operating a busy telephone switchboard.▪ Previous office experience including financial ordering and purchase order with reporting history.	<ul style="list-style-type: none">▪ Knowledge of the Broads Authority and its statutory purposes.

Specification	Essential	Desirable
Mental Skills	<ul style="list-style-type: none"> ▪ Using judgement and forward-thinking skills with the ability to solve problems and develop solutions over the short term, particularly delivering stationery requirements, catering and ensuring operational requirements are always met. ▪ Ability to interpret information from a variety of sources – written and oral ▪ Ability to deal with the public and interpret their needs / requirements of the Authority ▪ Finding new ways of working to meet changing requirements and demands. ▪ Good numeracy skills, in order to be able to manipulate data. 	
Interpersonal & Communication Skills	<ul style="list-style-type: none"> ▪ Excellent interpersonal and communication skills and the ability to integrate well as part of a team. ▪ Engaging with members of the public and all stakeholders to understand their needs and act accordingly. ▪ For example, taking basic details of a planning application query so that the planning officer can deal with the matter efficiently. ▪ Enthusiastic and flexible approach. ▪ Ability to liaise with national/local partner organisations and other sections of the Broads Authority. ▪ Good written communication skills, in order to be able to compile and interpret reports. ▪ Able to deal with sensitive issues confidentially. 	

Specification	Essential	Desirable
Physical Skills	<ul style="list-style-type: none"> ▪ Ability to type with precision and speed. ▪ Using telephone and door entry equipment. 	
Initiative & Independence	<ul style="list-style-type: none"> ▪ Ability to work independently within recognised procedures ▪ Use initiative to organise/prioritise own workload. ▪ Ability to respond independently to telephone calls and emails and initiate the appropriate action. ▪ Strong organisational skills. 	
Physical Demands	<ul style="list-style-type: none"> ▪ Occasional need for lifting or carrying equipment and deliveries, stationery orders. 	

Specification	Essential	Desirable
Mental Demands	<ul style="list-style-type: none"> ▪ Ability to prioritise a wide variety of tasks in order to meet deadlines. 	
Emotional Demands	<ul style="list-style-type: none"> ▪ Ability to deal with matters of a sensitive nature in a confidential manner. 	
Responsibility for People	<ul style="list-style-type: none"> ▪ Helping customers according to their needs ▪ Impact on colleague's employees by providing an efficient reception service interpreting policies, resolving questions or issues. . ▪ Responsible for health and safety in Reception areas. (designated evacuation warden) ▪ Implementing safety regulations with visitors and deliveries (for example safe manoeuvring and storage of deliveries). 	
Responsibility for Supervision	<ul style="list-style-type: none"> ▪ Instructing and ongoing training of new reception staff or other colleagues who are required to provide cover. - Keeping them up to date with procedural changes. 	

Specification	Essential	Desirable
Responsibility for Financial Resources	<ul style="list-style-type: none"> ▪ Responsible for placing orders and ensuring value for money. ▪ Responsibility for receiving cash and cheques through the post, logging and recording. 	
Responsibility for Physical Resources	<ul style="list-style-type: none"> ▪ Responsible for handling and processing both manual and computerised information, for which care, accuracy, confidentiality and security are required. ▪ Management of stationery and equipment. ▪ Management of catering requirements. 	
Working Conditions	<ul style="list-style-type: none"> ▪ Office based. Occasional work outside. ▪ Dealing with members of the public who may occasionally be aggressive. 	

Last updated: April 2025