

# **Role profile**

## **Administration and Receptionist**

### **Purpose of role**

Administration support to the advice service and reception duties.

### **Responsible to:**

Session Supervisors and Office Coordinator

### **Responsibilities will include:**

#### **General reception**

- Greet clients coming into the office
- Identify the correct channel for each client in a respectful manner and provide client with the correct ticket or form
- Manage client expectations by explaining what will happen to them and giving likely timescales. Update clients if timescales change.
- Explain to clients who cannot be seen why they cannot be seen and give suitable contact alternatives for those seeking advice
- Liaise with session supervisor with returned paperwork and/or returning clients
- Demonstrate and assist clients on how to use Adviceguide on the computer in reception
- Agree with the supervisors the number of clients to be seen during the session.
- Collect the completed registration and using PC, search to check if client already exists on client database.
- Number the registration forms appropriately and manage client expectations regarding waiting times.
- Place clip board with client registration form and pass onto the supervisor.
- Review numbers in reception and keep the supervisor updated.

#### **Administrative and other duties**

- From schedule of appointments for the following day, send a text message to next day clients to remind of appointment and time.
- Provide information about Citizens Advice Reading 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.
- Work within agreed bureau systems and procedures, including Data Protection policies.
- Before the session, check facilities in the reception area and reception materials.

## **Professional development**

- Attend refresher training, and group meetings as arranged.
- Receptionists on morning sessions to attend team brief, afternoon receptionists to read weekly team brief sent via e-mail.
- Undergo relevant training as identified with line manager including e-learning modules appropriate to the role.

## **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 Citizens Advice.

## **Person specification**

- An understanding of and commitment to the aims and principles of Citizens Advice 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.
- Demonstrable experience of a customer focussed environment.
- IT literate and ability to learn to use bureau client record system and to send text messages.
- Ability to access relevant signposting information.
- Ability to implement administrative policies and procedures in a busy work environment.
- 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.

## **Time commitment**

At least 2 half day sessions per week.

Training will be on the job.

**We ask that you commit to work with us for 12 months for two half day sessions a week.**