**Reception Worker job description**

**Role purpose**

Reception Worker at Citizens Advice Bristol

2 roles

1 x 24 hours per week Monday to Thursday 9am to 4.30pm

1 x 21 hours per week Wednesday to Friday 9am to 4.30pm

7month to finish 31/3/2020

Salary scale 14 £17,681 pro rata

Closing date Tuesday July 23 July 2019. Interviews will be held the following week.

 **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 Citizens Advice Bristol 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.

**Research and campaigns**

•Assist with research and campaigns 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.

**Recruit, train and support volunteers and staff working in similar roles**

• Contribute to the selection, induction, training and day-to-day support of advice support volunteers / paid staff working in bureau reception areas.

• Supervise designated advice support volunteers / staff members.

**Professional development**

• Attend relevant internal and external meetings as agreed with the line manager.

• Prepare for and attend supervision sessions / team meetings / staff 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 Citizens Advice Bristol service.

**Person specification**

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