**Bristol Citizens Advice Bureau**

**Reception Worker Job Description and Person Specification**

**Hours:** 2 roles are being recruited this is flexible, but we need to ensure we have reception workers for the whole week

Example 28, 24.5 or 21 hours Weekly over specific days and time periods: Monday to Wednesday or Thursday, Tuesday or Wednesday to Friday - 9am to 4.30pm.

Contract is for 7 months to finish the 31/3/19 – there maybe options at the time to extend the contract.

**Salary:** NJC level 5 £18,795 pro rata

**Leave:** 5.6 weeks (pro rata) plus bank holidays.

**Context of role:**

Citizens Advice Bristol (CAB) works with around 9,000 unique clients a year and answers in the region of 25,000 different enquiries. We deliver a drop in service to the public, have clients coming for appointments offer the use of self help computers to the public, and support partner organisations and our specialist caseworkers to see their clients. We also offers a range of additional support functions to clients including form filling and letter writing support.

**Role purpose:**

To provide a professional reception service to the clients of Bristol Citizens Advice Bureau. The duties will include being the lead receptionist, supporting volunteers, assisting clients and ensuring the advice session runs smoothly for both clients and advisers. Having 1 to 1 appointments with clients after training to complete forms, assist with phone calls and write letters. Be involved with training new reception volunteers and developing their skills.

**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.

• Show awareness of the needs of individual clients as they wait, for example ensure disability is catered for, the needs of accompanying children are met etc.

• Maintain confidentiality about clients and their contact with the bureau.

• Work effectively with the Duty Manager.

• 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.

**Social policy**

• Assist with social policy work by providing information about client’s 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.

•Use IT for record keeping.

• Ensure that all work conforms to bureau’s systems and procedures.

**Support volunteers and staff working in similar roles**

• Contribute to the day-to-day support of volunteers / paid staff working in bureau reception areas.

• Supervise designated reception volunteers.

 **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 CAB service.

**Person specification**

When we shortlist and interview for this post, the Person Specification will be used to assess each applicant in terms of their ability to do the job as set out in the job description.

When completing the application form you should try to show how your skills, qualities and experience match each of the criteria below. As well as work experience, you can draw on personal and voluntary work experience.

**All requirements listed below are essential for this role.**

•An understanding of and commitment to the Aims and Principles of the CAB service including the services 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 and empathy for the potential needs of, and demands placed on, vulnerable clients.

•Understanding of bureau procedures and the way the bureau works.

• Ability to manage ones own workload and time effectively.