

<b>JOB TITLE</b>	Receptionist
<b>DEPARTMENT</b>	Skills & Rehabilitation - CRC
<b>LOCATION</b>	Hereford probation Office, Gaol Street HR1 2HU
<b>REPORTING TO</b>	Senior Probation Officer

## MAIN PURPOSE OF THE ROLE

The Receptionist provides a critical function within the Warwickshire and West Mercia Community Rehabilitation Company team by providing excellent reception services.

## KEY RESPONSIBILITIES

- Provides a professional and friendly reception service to all service users and visitors to the Hereford Probation Office. Greeting National Probation Service (NPS) and Warwickshire and West Mercia Community Rehabilitation Company (WWM CRC) clients and partner agencies using the building in a professional, respectful, courteous and supportive manner, providing an exceptional customer service.
- Monitoring and recording the arrival and departure of visitors in compliance with information security procedures / policy. Notifying the relevant staff member that the visitor/offender has arrived
- Responsibility for security of the office, locking and unlocking of public entrance at appropriate times.
- Taking responsibility for office mail arrangements, both incoming and outgoing.
- Handling incoming telephone calls through the switchboard – taking messages and transmitting to the appropriate recipient and managing the internal telephone list.
- Responsibility for keeping the reception area, including interview rooms, tidy, ensuring leaflet racks are replenished and notice-board are up to date.
- Handling a wide range of queries, referring on as appropriate, proactively accessing the nDelius case management database as required.
- To take responsibility for keeping the reception and waiting areas tidy, ensuring leaflet racks are replenished and notice-board are up to date.

- Management of the booking of interview rooms, via a manual diary system.
- Informing Offender Manager / Duty Officer / Manager of events / incidents in Reception areas as appropriate.
- To contribute towards the health and safety of the workplace and colleagues.
- To maintain absolute integrity in respect of confidential matters in compliance with WWMCRC security policies.
- To attend training events as identified as relevant and appropriate for which convenient provision will be made.
- To promote Warwickshire and West Mercia Community Rehabilitation Company Equal Opportunities Policy and ensure that Service delivery is consistent with that Policy.
- Assists with general administrative tasks as directed
- Undertakes any other tasks commensurate with the role as reasonably required by management

#### PERSON SPECIFICATION

Requirement:	Essential	Desirable
<b>Education, training and qualifications</b>	<ul style="list-style-type: none"> <li>▪ High level of numeracy and literacy</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE Mathematics and English or equivalent</li> <li>▪ Criminal Justice NVQ Level 3 or 4 or other relevant qualifications. Current First Aid certificate</li> </ul>
<b>Skills, knowledge and abilities</b>	<ul style="list-style-type: none"> <li>• Commitment to equal opportunities, safeguarding vulnerable people and commitment to non-discriminatory practice</li> <li>• Effective team worker</li> <li>• Excellent customer service skills.</li> <li>• Able to organise own work</li> <li>• Relate well to wide range of people</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of Criminal Justice System</li> <li>▪ Knowledge of the WWMCRC Aims</li> <li>• Previous experience of operating a database (s) / case management system.</li> <li>• Previous experience in the use of email.</li> </ul>

	<ul style="list-style-type: none"> <li>• Organised and able to meet deadlines.</li> <li>• Evidence of strong self-initiative and able to work unsupervised.</li> <li>• Present positive image in public settings</li> <li>• Keep accurate records</li> <li>• Good written communications/presentation</li> <li>• Understanding of the principals of data protection legislation.</li> <li>• Word processing</li> <li>• Work in non discriminatory way</li> <li>• IT literate and competent in the use of all Microsoft Office programs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of working with offenders and issues in relation to risk of harm and offending behaviour</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of working in a reception role.</li> <li>• Previous experience of working in an office environment</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in a Criminal Justice agency</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>▪ Maturity and resilience</li> <li>▪ Reliability and integrity</li> <li>▪ Willing to learn</li> <li>▪ Enthusiasm</li> <li>▪ Good people skills</li> </ul>	
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• Flexibility to work hours as required by the duties of the post.</li> </ul>	