

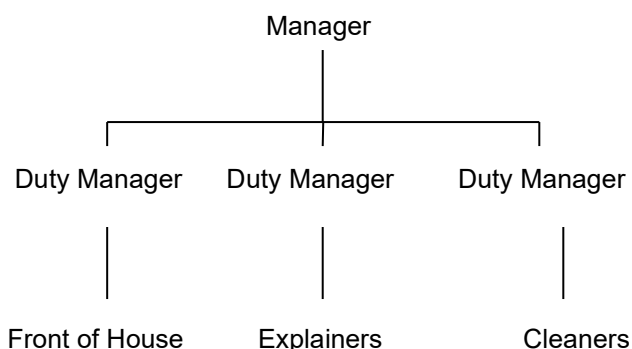
JOB DESCRIPTION

Job Title:	Receptionist (part-time 4.50 hrs p/w)		
Directorate:	Place	Salary:	FTE £24,796 - £25,989 plus £729 LWA (pro rata £3,015 - £3,160 Plus £89 LWA)
Section:	Parks & Countryside	Grade:	BG-J SCP 3-6
Location:	The Look Out Discovery Centre	Work Style:	Fixed - Wednesday 09:15-13:45

Key Objectives of the role

- To ensure the smooth operation of the hands-on science exhibition at The Look Out Discovery Centre
- To ensure a high standard of provision and promote a quality service to the public and ensure that the exhibition is clean, tidy and safe
- To promote an excellent image of the Centre and its staff at all times and to work effectively as a member of a team, being at ease with people of all ages, backgrounds and abilities and to explain the scientific principles of all the exhibits

Designation of post and position within departmental structure



Daily and monthly responsibilities

- To ensure procedures from The Look Out's Normal Operating Procedures/Emergency Action Plan are read, understood, and always followed.

- To welcome customers and deal with enquiries by telephone, in person and by email for The Look Out Discovery Centre and BFC services. To be sensitive and take the initiative in caring for the needs of the visitors including groups and individuals.
- To operate a point-of-sale system, booking system and credit card machine, ensuring that the float and the takings are correct.
- To deal with stock deliveries, order checking, pricing, and displaying of new goods in the gift shop.
- To undertake any cleaning duties throughout the centre arising from the specific needs/behaviour of the visitors.
- To be willing to develop new skills through a programme of training and development
- All employees working with children, young people/vulnerable adults have a responsibility for safeguarding and promoting their welfare
- To undertake general office working/administration as directed. To use a pc competently particularly using word, excel and outlook.
- To undertake other responsibilities as directed, which are compatible with the postholder's role, qualifications, and experience, in the interests of the authority and its services.

Scope of role

- The post has a key role in ensuring visitors to the exhibition have a highly satisfactory visit, maintaining quality standards to the general public and the image of The Look Out Discovery centre.
- Customer satisfaction is necessary to ensure repeat visits and promote recommendations to other potential visitors
- The centre has approximately 370,000 customer visits per year, of which around 142,000 enter the exhibition.

N.B. This post is subject to a DBS check

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Health and safety * First aid certificate* Safeguarding* (*Training will be given as required)	GCSE grade C/9 or above / A level or equivalent
Competence Summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare. To have a good knowledge of health and safety and customer care. Ability to communicate with all age groups and abilities	Experience of working in a hands on science centre or visitor attraction. Experience with working with POS units. Experience of working with children in an educational setting.
Work-related Personal Requirements	Ability, willingness and flexibility to work hours to ensure the consistent provision of services, cover for other staff absences, attend staff meetings and training. Ability to cope under pressure and use own initiative.	
Other Work Requirements	This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence is English applies.	
Role models and demonstrates the Council's values and behaviours	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities. We make our values real by demonstrating them in how we behave every day.	

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

