

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Bourne Hall Receptionist
Job Family:	Administrative Support (G10)
Service:	Operational Services
Location:	Bourne Hall
Reporting To:	Bourne Hall Assistant Development Manager

Role Purpose: <i>Why the role exists and its contribution</i>	To provide effective administrative and Marketing support to Bourne Hall. As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.
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Main Duties and accountabilities

Service Specific	• To engage customers and members of the public, build relationships promoting the positive reputation of EEBC and to assist with enquiries. • To deliver a consistent level of excellent customer service to all visitors to the venue, including members of the public, stakeholders, contractors, partners and colleagues. • Direct customers to the appropriate services within the venue (Museum, hire rooms, library and coffee shop) • To manage our online platforms to include developing and executing social media strategies, creating and sharing engaging content, optimising company pages, moderating user-generated content, analysing social data, and collaborating with other departments to manage reputation and coordinate actions. • To keep up to date with social media trends and online platforms, looking into modernising our website alongside our IT department and from then on maintaining an updating regularly. • Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g., pens, forms and leaflets) • Be the first point of contact for all visitors to the building. • To answer, screen and forward incoming telephone calls • To answer mailbox enquires or forward onto the correct department. • Be responsible for creating and promoting marketing content
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	across platforms to assist the Events Team. • When required, assist with the delivery of services. • Ensure contractors are signed in and out to comply with fire safety procedures. • Receive, sort and distribute daily mail/deliveries. • Effectively manage and control the ordering of stationery and first aid items and keep inventory of stock. • Organise social media and Marketing strategies for the Venue. • Arrange bespoke Promotional Materials and POS displays. • Oversee the leaflet stands and poster boards to ensure they are regularly updated, and information is relevant. • Update online booking platforms for events. • Ensure parking permits are prepared in advance and update the audit records for such. • React to client feedback to maintain or improve standards. • Perform other clerical receptionist duties such as filing and photocopying. • To use the Council's internal IT management systems such as Trent, E-Hub, Service Desk. • To provide support to the Events Team during busy periods. • To assist with any venue project as required by the Manager. • To be familiar with the Council's policies, Key Priorities, Core Values and the Venues vision to ensure a successful and smoothly operating business. • To proactively be involved in Venues and Council projects such as energy efficiency, sustainability and social responsibility. • To ensure cleaning and maintenance issues are reported and recorded appropriately. • To report any health & safety issues to the Site Manager. • To be responsible for ensuring health & safety procedures and policies are adhered to.
Generic Duties	• Administrative Support • Working under instruction, provide a good all round administration service that supports with the delivery of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation. • Participate in learning provided to perform the role successfully and to the standards expected. Take an active interest in developing skills to develop sound administrative and marketing support.

	• Meet designated administrative tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to My Performance Conversations • Maintain and refresh established systems and processes by keeping abreast of and responding to current and future service needs and assist with the review of relevant business processes to ensure standard administrative systems and service-related procedures continue to be fit for purpose. • Be responsible for dealing with allocated service requests from members of the public, external organisations and other services. Provide a seamless and high-quality service to ensure that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues where appropriate. • Ensure effective flow of communication within your team and sharing of information to and from other services across the council. • Organise service-related meetings including the co-ordination of agendas, attendees, minutes and room bookings. • Assist with postal requirements for your team including the opening, scanning, recording, collection, distribution packing etc. of post. • Carry out day to day maintenance of office equipment such as photocopiers, scanners, printers etc. and liaise with service engineers regarding service requirements. • Ensure the team has the necessary and basic facilities to deliver the service effectively including access to files, contacts, stationery and equipment
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The key decision making areas in the role	
To ensure that visitors, customers, stakeholders and partners are satisfied with their experience whilst in the Venue, they are to be kept informed and up to date with information across multi-level marketing platforms. To ensure that the reception and foyer area is presentable, clean, tidy and safe at all times for staff and visitor use, with up-to-date POS delivery areas. To maintain good communication channels with other members of the team and colleagues. To be able to work on own initiative and prioritise when confronted with a heavy workload	
Customers and contacts	

Public visitors to the venue, hirers, colleagues, elected members, all council departments, facilities management contractors, stakeholders, tenants and community groups, press.

Dimensions of the role	
Financial	Non-financial
• None	• Emotional stress from the circumstances or behaviour or people • Health and safety of customers • Customer Service

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Customer service	E	X	
<u>Experience with Canva</u>	<u>E</u>		
<u>Experience with Orlo</u>	<u>D</u>		
Knowledge and Experience			
Customer services experience	E	X	X
Working on a reception	D	X	X
Skills			
Problem solving	E	X	X
Creativity	D		X
Proficiency in Microsoft programmes (Outlook & Word)	E	X	X
Caring or training skills			
Training/development/motivational skills			
Communication skills – written and oral	E	X	X
Working under pressure and to deadlines	E	X	X
Up to date working knowledge of social media platforms	E		X
Additional Requirements			
Flexibility to cover additional shifts when required	E		X