2026/0224

JOB DESCRIPTION

Post: Receptionist

Directorate: Regulatory Services, Facilities and Assets

Department: Estates and Asset Management

Reports To: Corporate Facilities Manager

Location: Council Offices, The Palace Demesne, Armagh, however the post holder may be required to work at other locations throughout the Borough

Salary: Scale 4 SCP 9-13 £28,153 - £30,023 per annum pro-rata for part time staff (Full time equivalent is based on 37 hours per week).

Hours: 20 hours per week, Monday and Tuesday 9.00am – 5.00pm. and Wednesday 9.00am – 1.00pm.
Occasionally the post holder may be required to work outside normal office hours to assist with meetings, functions or events.

Duration: Permanent

All employees are expected to model the Customer Care behaviours of "Serve Passionately, Engage Positively and Deliver Consistently."

JOB PURPOSE:

Act as a first point of contact for Council by responding to customer enquiries and providing high quality advice and information, ensuring that the customer's needs are met or they are signposted to the correct service area in an effective and courteous manner.

MAIN DUTIES AND RESPONSIBILITIES:

1. Act as first point of contact with the public and information point for callers and visitors with respect to enquiries and provision of appropriate information or advice in a professional courteous manner promoting a good image of the Council at all times.

2. Operate the Council's telephone system and assist in training staff in telephone and reception duties.

3. Monitor and control the ingress and egress of all visitors.

4. Ensure that the reception area is well organised and tidy at all times and that all promotional information and advertising material is relevant.

5. Maintain room booking diary.

6. Manage reception key cabinet.

7. Assume responsibility for the operation of the fire alarm, if and when the need arises.

8. Liaise with security on a daily basis, noting and dealing with any incidents that may have occurred during the night.

9. Receive, distribute and dispatch all incoming and outgoing mail and packages to Council Offices.

10. Issue receipts for tender documents.

11. Manage petty cash and receive, record and receipt of all monies, including credit card payments, in accordance with financial regulations.

12. Provide support to Corporate Facilities Manager and other departments on routine matters e.g. postage, purchase order system, customer care or other matters and carry out general administrative duties as required.

13. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.

In addition to the standard pre-employment checks this position will also be subject to receipt of a satisfactory Basic AccessNI check.

Please note that completed applications must be submitted no later than the closing date and time as stated on the application form.

Human Resources Section (Craigavon Office)
Armagh City, Banbridge & Craigavon Borough Council
Civic Centre
Lakeview Road
Craigavon
BT64 1AL
Tel: 0300 0300 900

2026/0224

November 2026