**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | Weekend Receptionist  |
| Salary: | Casual Contract: £12.65 - £12.85 per hour plus holiday pay + weekend and bank holiday enhancements (£24,404 – £24,790 per annum pro-rata)Annualised Hours Contract: £495 - £503 per annum + weekend and bank holiday enhancements for 39 hours per annum |
| Grade: | 4 |
| Hours: | Casual contract: Casual hours to meet customer demand for weekend and bank holidays and occasional weekdaysAnnualised Hours Contract: 39 hours per annum to be worked on a rotational basis for 1 week in 4, to meet customer demand on weekends and bank holidaysFlexible working is not available for this role due to the nature of operating a front-facing customer service. |
| Team: | Registration Service |
| Service Area: | Ceremonies Team |
| Primary Location: | Oxford Register Office, 1 Tidmarsh Lane, Oxford OX1 1NS |
| Budget responsibility: | None |
| Responsible to: | Ceremonies Manager |
| Responsible for: | None |
| Political Restricted Post: | No |

## Job Purpose

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| *A brief overview of the key objectives of the job:*To provide a welcoming reception service to the public attending the Register Office for ceremonies, appointments, and to make enquiries.To provide administrative support to the Registration Team, when required.Opening the building at the start of the day, ensuring ceremony rooms, reception, and public areas are prepared for the day. Closing and securing the building at the end of the day. |

## Job Responsibilities

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| *This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake*.Office and team support* Act as a first point of contact for the service, including general enquiries and reception; answer enquiries including some of a complex nature; redirect more complex enquiries appropriately
* Process and respond promptly to incoming communications (post, telephone, email, face to face), accurate message taking, copying, and distributing information as necessary
* Produce a range of documents including letters/emails to a good standard by the required deadline
* Undertake general clerical and administrative tasks to support the service as required (e.g. post processes, photocopying, scanning, receiving goods and services procured)

 Teamwork: Be an effective team member by* Providing cover for colleagues during periods of annual leave and absence from the office
* Applying your knowledge and feedback from others to contribute to service improvement

. General accountabilities* Comply with individual responsibilities for health and safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a health and safe working environment
* Maintain a secure, accessible, and fit for purpose work area
* Ensure that all duties and services are provided in accordance with the County Council’s standards, policies and procedures

Facilities responsibilities * Unlocking and securing the building
* Liaise with contractors regarding access to the building so that repairs and work can be undertaken
* Any other duties as may be deemed necessary to carry out the full remit of the role.
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# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

|  |  |
| --- | --- |
| Essential Criteria | Assessed By: |
| Education to GCSE or equivalent in Maths and English, or comparable ability  | A |
| Administrative experience with a methodical and organised approach to tasks | A, I |
| Experience of working within a customer focused service, dealing with the public face to face and by telephone / email | A, I |
| Proficiency in (Word, Excel, Outlook and Teams) and an ability to adapt to specific software applicable to the registration service | A, I |
| Experience of inputting and retrieving data from IT based record systems | A, I |
| A command of written and spoken English which is appropriate for the effective performance of the role and the ability to explain procedures to a wide range of audiences in a clear and understandable way | I |
| Organised and able to work as part of a team and off own initiative, working calmly under pressure and prioritising competing demands effectively  | I |
| Initiative, flexibility, and ability to handle change, and the ability to direct large groups of people | I |
| Desirable Criteria | Assessed By: |
| Experience of working in a busy reception environment | A,I |
| Experience of dealing with work of a confidential nature | A,I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [x]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [ ]  | Restricted postural change – prolonged sitting |
| [x]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

April 2022