

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 5BF | Role Title | Receptionist & Business Support Assistant |
| Grade | PS5 | Reports to (role title) | Business Support Supervisor |
| | | Directorate/School | Community Protection Group |
| JE Band | 161-191 | Service/Department | Leadership Office |
| | | Date Role Profile was created | Oct-19 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| Role Purpose including key outputs | <p>The post holder will coordinate front desk activities, including answering phone calls through the use of a switchboard. Calls are mainly non-emergency, but can occasionally include 999 calls. Directing visitors to the correct person and or location on site, ensuring that all Health & Safety and security measures have been explained.</p> <p>Administering room bookings, setting up meeting facilities and maintaining relevant information and procedures. Answering emails that come into a generic inbox in a timely manner. Directing other emails and other forms of communications on to the correct department/person.</p> <p>The post holder may be required to undertake small administration projects that help support the Business Support Team.</p> <p>Provide support when required typing reports, letters and minutes of meetings.</p> |
| Work Context | <p>Support the Business Support team to ensure delivery of an efficient and effective service to clients and partners.</p> <p>The post holder is tasked with answering telephone calls, emails and providing administration support, ensuring quality and accuracy to meet customer need.</p> <p>The post will be based within the Business Support Team within Surrey Fire and Rescue Service.</p> |
| Line management responsibility if applicable | None |
| Budget responsibility if applicable | None |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family | <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Ensure information and records are processed and stored to agreed procedures. • Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. • Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available to meet work requirements. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit. |

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| | <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required.</p> <p>Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p> |
| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment. |
| Details of the specific qualifications and/or experience if required for the role in line with the above description | <p>Experience of working with people at all levels.</p> <p>Flexible approach to different ways of working.</p> |
| Role Summary | <p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p> |

