JOB DESCRIPTION

TITLE: **Receptionist/Administrative Assistant**

POST NO:

DEPARTMENT: Environment & Regeneration

DIVISION: Business & Consumer Services

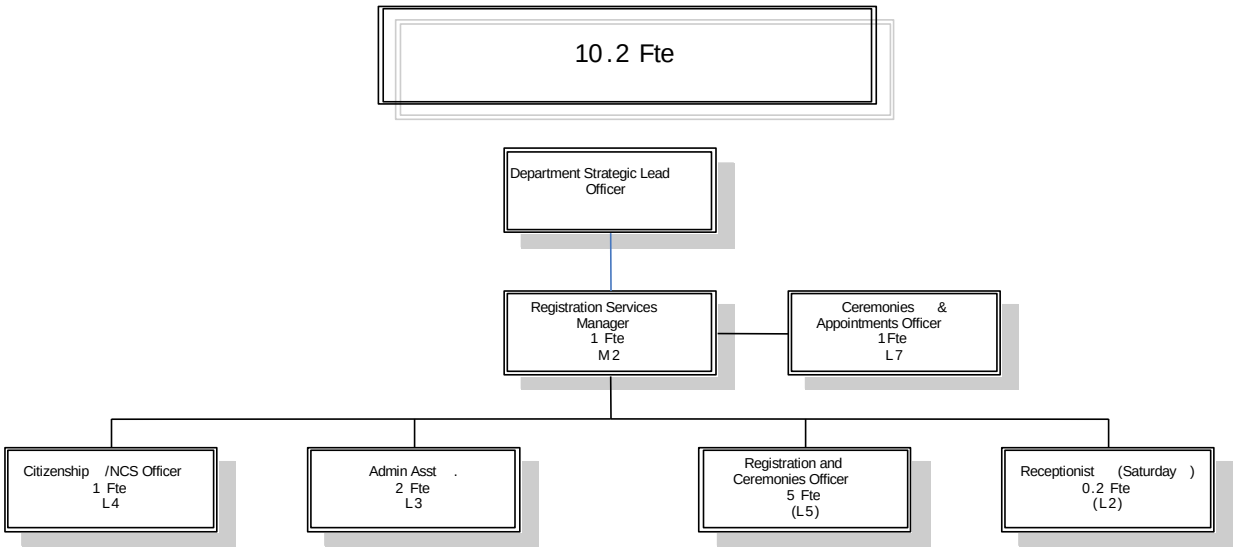
RESPONSIBLE TO: **Registration Services** Manager

GRADE: **L3**

PURPOSE OF POST:

To provide administration and reception service at the Luton Register Office.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

		%
1.	Act as a receptionist on the reception desk at the Luton Register Office, including the following duties: • greeting and directing the public • making appointments • dealing with telephone enquiries • managing the electronic diary • dealing with customer enquiries and assisting the public generally • supervising the reception area, keeping it orderly and tidy • taking applications for copies of birth, death, marriage and civil partnership certificates	40

2.	Undertake the following: -
	
	● Assist with the administration for citizenship ceremonies
	  ● administrative support to registration & ceremonies officers and nominated officer
	  ● annotate computer records for re-registration of birth certificates
	  ● giving initial information relating to corrections of entries for birth, death and marriage queries
	  ● prepare certificates of birth, death and marriage ensuring accuracy and legibility.
	  ● Taking payments, including telephone payments, and issuing receipts.
	  ● Updating spreadsheets
		40

3.	As required by the Registration Services Manager provide general administrative support to the Registration Service including (but not limited to): • filing • typing/word processing • photocopying • dealing with incoming and outgoing post • ordering of all stationery and payment of invoices	10
4.	Cash up monies received and reconcile in accordance with the Council's banking and cash handling procedures	10

DIMENSIONS:

Management: None

Financial Resources: None.

Physical Resources: Fax and photocopying machines, telephone, PC and printer, credit card machine.

CONTEXT:

This is an administration and receptionist post. The postholder will be the first point of contact for both personal and telephone callers to the Register Office and, therefore, must exhibit a high standard of customer care and a personable manner at all times.

Physical Effort Commensurate with normal office environment

Working Environment Normal office environment

Person Specification – Administrative Assistant

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected
Desirable (D): useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	**Essential**	**How Measured**	**Desirable**	**How Measured**
Experience	Some experience of working in an office environment and reception work.	1,2		
Skills/Abilities	Demonstrable ability to deal politely and sympathetically with members of the public and to exhibit a high standard of customer care at all times. Numerate Competent user of MS Excel and other office suite products Able to pay close attention to detail in procedures and process including financial calculation and reconciliation. Demonstrable attention to detail and high level of accuracy and possess neat legible handwriting. Demonstrable ability to work effectively in a team.	1, 2 1, 2, 3 1,2,5 1, 2, 5 1, 3, 5 1, 2,5		
Equality Issues				

	Able to demonstrate an understanding of the effects of discrimination on service delivery and on the people you are working with	1, 2		
Specialist Knowledge				
Education and Training	**RSA II or WP Package Level II (or equivalent qualification or equivalent experience)** Recognised administration qualification to NVQ 2/3 Level OR qualification OR equivalent experience	1,4		
Other Requirements		1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (1995), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-Holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to:

(i) Equal Opportunities
(ii) Health and Safety
(iii) Data Protection Act (1984 & 1998)

Supporting Statement

For your Supporting Statement please ensure you answer the following questions.

Essential

Give details of what experience you have of working in an office environment and reception work, please provide examples.

Please give an example of time you have demonstrated your ability to deal politely and sympathetically with members of the public and when you have had to exhibit a high standard of customer care at all times.

Please describe your ability to numerate and provide examples of a time you have had to do so.

Tell us what abilities you have to use MS Excel and other office suite products, please provide examples to support your answer.

Please provide examples of your ability to pay close attention to detail in procedures and process including financial calculation and reconciliation.

Give examples of your attention to detail and high level of accuracy and possess neat legible handwriting.

Give details of what ability you have to work effectively in a team, please provide examples to support your answer.

Give details of what understanding of the effects of discrimination on service delivery and on the people you are working with, please give examples

Give details of what RSA II or WP Package Level II (or equivalent qualification or equivalent experience) you have completed.

Give details of what recognised administration qualification to NVQ 2/3 Level OR qualification OR equivalent experience you have.

Desirable

Please detail any other relevant information you feel may support your application for this post.