



Receptionist Role Definition

The role aims:

To provide an efficient and friendly first point of contact for our clients as well as supporting the office with administrative tasks.

Key Tasks:

- provide a professional and welcoming greeting for all visitors to ensure they have a positive experience
- acknowledge and take appropriate action to any children or special needs visitors.
- Provide a prompt, courteous and professional greeting to all telephone callers
- Signposting callers appropriately to relevant department / office.
- Provide information about the organisation to clients from a diverse range of backgrounds and cultures
- Provide leaflets / factsheets from information systems
- Support clients in completing consent forms
- Scanning completed consent forms and uploading to our database.
- Support the Advice Session Supervisors in managing the waiting room.

Research

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Skills required

- Approachable and friendly manner
- Professional and courteous
- Patient and understanding of client's needs and circumstances
- Adopt a non-judgemental and confidential approach
- Ability to use IT although training will be given
- Work well as part of a varied team of volunteers and paid staff.