



ROLE PROFILE

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|--------------------------------------|---|---------------|---------------------|
| Role Title | Receptionist | Team | Admin and Reception |
| 1. Purpose of the Role | <p>The role of the Receptionist is to represent Harbour as the first point of contact; providing information and directing service enquiries, and to promote positive relationships for internal and external stakeholders.</p> <p>The Receptionist will provide clerical and administrative support as required. The post holder will be responsible for maintaining accurate records in both paper and electronic format in accordance with Harbour's policies and procedures.</p> | | |
| Reports to | Operations Manager | Salary | £23,088 |
| 2. Principal Accountabilities | <ul style="list-style-type: none"> • Welcome all visitors/enquiries (both in person and via the telephone), provide an informative and knowledgeable reception service, directing their request to the most appropriate service within Harbour. • Record and monitor visitor arrival and departure to ensure safety and security. • Accurately record messages and distribute to relevant colleagues within Harbour via email. • Where appropriate access and update records of clients on the client management system (HALO) in accordance with Harbour's policies and procedures, and with consideration for the maintenance of quality standards. • Coordinate the room alarm system. • Access CCTV systems when required to do so by a Manager. • Book internal meeting rooms when required. • Coordinate the Skyguard pool alarms, ensuring that all permissions and paperwork are in order. • Coordinate the distribution of incoming post and processing of outgoing post. • Maintain and organise supplies of up-to-date resources relevant to defined areas of responsibility i.e. leaflets/forms/stationery. • Maintaining accurate paper and electronic based systems for the filing and storage of information with consideration to Harbour's policy and procedure for the processing of data. • Produce documents and correspondence in accordance with Harbour standards. • Provide administrative support specific to area of responsibility such as preparing letters, data entry, filing, logging urine screens (this list is not exhaustive). • Maintain office and waiting room safety by ensure the space is kept organised, clutter free, and reporting potential risks to the Office Manager. • Represent reception services at key internal meetings as required. | | |

3. Knowledge/Experience/Skills

The post holder must be qualified (or willing to work towards successful qualification within a set time period), or have relevant experience, in business administration. The post holder will be responsible for identifying opportunities to continuously improve and develop their knowledge, skills and understanding in response to changing environments. Knowledge and practical experience of administration provision within Drug and Alcohol Services would be advantageous.

4. Behavioural Competencies: Role Profiles describe the part people play in an organisation through the work that they do. The role profile focuses on the outcomes and behaviour of the individual. The Agency uses a standard set of behavioural competencies, each has either 4 or 5 levels of competence. The Behavioural Competency Dictionary is available to view on the agency's shared drive.

| Behavioural Competency | Level | Statement (or example for this post) |
|-------------------------------|-------|---|
| Achievement | 2 | Understands and works towards set goals while measuring progress and seeks to overcome obstacles. Positive and enthusiastic about their role and breaks down obstacles. |
| Analytical Thinking | 1 | Breaks down issues into component parts, assesses priorities, and reviews data. |
| Client Focused | 1 | Delivers a service while considering the stakeholder perspective, resolves problems, builds positive relations and keeps stakeholders informed. |
| Initiative | 2 | Is proactive in avoiding imminent problems and capitalise on opportunities while adding value within the remit of role responsibilities. |
| Flexibility | 2 | Responds effectively to changing circumstances, adapts to the situation, remains focused when faced with competing demands. |
| Holding People Accountable | 1 | Accepts accountability for own actions and performance. Takes an active role in ensuring positive team dynamics. |
| Values and Ethics | 1 | Treats others fairly and with respect, identifies ethical dilemmas and conflicts of interest, seeking appropriate support and guidance. Awareness of confidentiality boundaries and reports potential breaches. |
| Leading and Developing Others | 1 | Takes a positive role within the team and seeks feedback from others. |
| Professional Confidence | 2 | Provides an opinion from area of expertise, makes decisions within own area of responsibility, seeks support when appropriate. |
| Planning and Organising | 1 | Identifies requirements and uses available resources to ensure successful completion of tasks. |
| Self-Awareness | 1 | Recognises and acknowledges own strengths, limitations and preferences. Identifies opportunities for development and seeks appropriate support. |
| Team Working | 1 | Takes a positive role within the team, seeks advice from others, and provides assistance when required. Supports other service areas in absence of colleagues. |
| Working strategically | 1 | Works to agreed quality standards and Harbour objectives. |

I have read and understood the content of this role profile.

SIGNED: _____

DATE: _____

(Post holder)