



JOB DESCRIPTION

Job Ref.:

Job Title:	Receptionist		
Grade:	Pay band 1	Review Date:	June 2011
Location:	Various	Hours:	Various including evening cover
Occasional travel across Norfolk and Suffolk may be required			
Responsible to:	Operational Support Manager	Department:	Various
Responsible for:	People:	N/A	
	Budget:	N/A	
	Physical Resources:	N/A	

Key Relationships/Functional Links:

Trust Staff (at all levels and grades), Offenders, Visitors and Callers to the Trust.

Overall Purpose:

To provide a professional and efficient reception service to staff, offenders and visitors to the Trust; ensuring that visitors/offenders and callers are appropriately and promptly directed within the Trust.

Main Responsibilities:

1. To be responsible for greeting offenders and visitors to the Trust; logging their arrival and departure, ensuring the appropriate staff member is notified and issuing visitor passes and security fobs as necessary.
2. To be responsible for logging details of offenders' visits onto the Case Management System.
3. To provide initial response to queries by telephone, email and deal with face-to-face enquiries and ensuring that these are appropriately directed within the Trust.
4. To be a primary point of contact for staff undertaking home visits; completing all relevant paperwork in relation to this and issuing mobile phones for this purpose if needed.
5. To manage incoming and outgoing post and faxes for the relevant Trust building/office; date-stamping and sorting incoming mail and preparing outgoing post for distribution via internal transport or Royal Mail.

6. To be responsible for managing agreed processes in relation to staff and offender travel; managing bookings and relevant documentation for pool cars and issuing travel warrants/cash to offenders as needed.
7. To assist with safety and security measures; ie, testing panic alarms, monitoring CCTV and assisting with evacuation measures.
8. To manage bookings for group, interview and meeting rooms.
9. To perform appropriate administration and clerical tasks as required.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post-holders are expected to undertake their duties and responsibilities commensurate with the nature, level and scope of this post and the grade has been established on this basis.

Job Evaluation

This job description has been compiled to allow the job to be evaluated using the Probation Service scheme. Any significant changes in this job description will be discussed with the post-holder in the first instance and may result in the post being re-evaluated under the scheme.

Equal Opportunities

The post-holder is required to carry out the duties outlined in this job description in accordance with the Trust Diversity Policies. The Norfolk and Suffolk Probation Trust is committed to equality of opportunity and the promotion of diversity in the delivery of its services and employment practices. It is the responsibility of every Employee to treat every individual we come into contact with through our work with dignity and respect and to work towards eliminating any unlawful or other improper discrimination.

Health and Safety

The post-holder is required to carry out the duties outlined in this job description in accordance with National and Trust Health and Safety Policies and Legislation. It is the duty of every employee whilst at work to take reasonable care for the Health and Safety of themselves and other persons who may be affected by their acts or omissions. Any concerns should be raised immediately through line-management structures and the Job-holder is expected to contribute to any risk assessment.

Confidentiality and Professionalism

It is the duty of every employee to maintain confidentiality and professionalism with all aspects of their work; acting in accordance with the values and objectives of the Probation Service.