

Description



Job Title: Receptionist

Grade: 2

Location: Hawke Street (Sheffield), Churchfields (Barnsley), Amberley Court (Rotherham), Church View (Doncaster) – Based at one of the offices with a requirement to work at other SYCRC locations when required.

Responsible to: Business Support Manager

Accountable for: N/A

Summary of Main Duties & Responsibilities

Item	Duty/Responsibility
1	Represent the organisation by developing positive relationships both face to face on reception and via telephone. Preparing for and receiving all visitors to CRC premises responding as appropriate. This includes ensuring all visitors sign in and out and ensure that visitor badges are provided.
2	Provide early morning and late night reporting cover for reception and administration until 9.00pm on an alternate basis –or by prior arrangement and be flexible to work across SYCRC.
3	Receiving incoming calls, screening and transferring calls as required. Use initiative to respond or obtain further information, taking messages and passing on information in a timely manner and using authorised systems to record information.
4	Requirement to wear a uniform issued by SYCRC Sodexo Justice Services.
5	Complete a wide range of tasks which support our Local Management Centre and the Hub Admin Team.
6	Receipt and distribute incoming mail including responsibility for posting any outgoing mail

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Item	Duty/Responsibility
7	Work within the SYCRC safeguarding policies and procedures, in order to identify and report any areas of concern.
8	Manage and update the meeting room booking diary for groups and others as required.
9	Develop and implement administrative systems which support the business.
10	Ensure reception areas, interview rooms, meetings rooms and offices are maintained to a satisfactory standard. Ensure that any building or equipment maintenance defects are reported immediately with facilities management team.
11	Administer petty cash and travel passes in line with SYCRC procedures and Co-ordinate local car parking arrangements.
12	Report any incidents of accident, fire, theft, loss damage or other irregularities of the SYCRC and take such action as may be appropriate, reporting on CIRS system.
13	To be aware of all fire and emergency evacuation procedures and to ensure that normal precautions are taken by staff to protect against fire and safety hazards. Recording all statutory testing including the need to train as a Fire Warden.
14	Procurement of stationery and cleaning supplies for the local office, checking receipt of all goods purchased.
15	Oversight of the pool car booking system, receipt and maintenance of staff records relating to the use of the pool car and any fault reporting to relevant person.

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Item	Duty/Responsibility
16	Compliance with Information Security Policies.
17	Contribute to the improvement of service delivery <ul style="list-style-type: none">(a) Establish, maintain, and enhance effective working relationships, with colleagues, managers and other agencies.(b) Share responsibility with the employer for personal professional development through appraisal, supervision and essential or desired training opportunities.(c) To promote diversity and equality for staff, offenders and members of the public(d) To model the values and behaviours of SYCRC
18	Any other duties as may be required from time to time commensurate with the grade and in line with South Yorkshire Community Rehabilitation Company policies.