

## Casual (Bank) Reception – Job Description

This job description is intended to be indicative of the main areas of responsibility. The duties may differ depending on the individual bank worker assignment. Examples of what might be expected during an assignment:

### 1.0 Purpose

1.1 To work closely with Branches Hostel staff at all times to ensure the highest possible standards of administrative support and housing management for all clients and visitors to Branches.

1.2 Work pro-actively, using initiative, when working a shift.

1.3 Communicate and interact with service users in a positive and non-judgemental way.

### 2.0 Key Tasks

2.1 Provide a professional, approachable and welcoming reception for all clients, visitors and callers to Branches Hostel.

2.2 Answer incoming telephone calls promptly and politely; and deal with queries in a timely manner.

2.3 Communicate confidently with service users at all times, using tact, diplomacy and sensitivity; and deal with requests, queries or questions promptly and effectively.

2.4 Record all information clearly, factually, and in a timely manner; and maintain accurate and up-to-date records.

2.5 Keep the reception area and ground floor office areas clean and tidy.

2.6 Provide assistance to service users with general cleaning of the ground floor communal areas.

2.7 Assist (photocopying materials, setting up meeting rooms etc.) Branches Hostel staff planning and delivering advice surgeries, group sessions or meetings for service users.

2.8 Promptly log any health or safety hazards identified.

### 3.0 Essential while on shift

3.1 Comply with Branches Hostel's financial systems, policies and procedures at all times.

3.2 Ensure that Data Protection and the confidentiality of all service users is respected and maintained at all times.

3.3 Comply with all ICT and operational systems, policies, procedures and guidelines at all times.

### **Casual (Bank) Reception - Person Specification**

- 1)** Experience of working in a customer-led service
- 2)** Previous experience of dealing with sensitive or confidential issues
- 3)** Excellent communication skills, both verbal and written
- 4)** A willingness to help others
- 5)** Excellent customer service skills; and understands the importance of taking ownership and responsibility for resolving enquiries
- 6)** Ability to follow instructions and work within these
- 7)** Pro-active – with ability to use own initiative within areas of responsibility
- 8)** Ability to work flexibly, accurately and methodically to deadlines
- 9)** Very good knowledge of IT systems including Microsoft Office packages -Word, Excel, Outlook and PowerPoint