

**FALKIRK COUNCIL
CORPORATE AND HOUSING SERVICES
JOB DESCRIPTION**

SECTION A **Job Definition**

Job Title: Advice Hub Receptionist

Service: Corporate and Housing Services

Section:

Location: Various (HUB)

Current Grade: D

SECTION B **Organisational Relationship**

Reporting to the Advice Hub Manager

SECTION C **Purpose of Job**

Greet customers on arrival and establish the purpose for their visit. Identify which customers are likely to be able to self serve and which require or would benefit from face to face support. Promote self-service options and demonstrate to customers how these work. Assign customers to the relevant queue to speak to a Multi Skilled Adviser or to a specialist for pre arranged appointments.

SECTION D **Key Responsibilities**

Accept Scottish Welfare Fund, Free School Meal and Clothing Grant, Blue Badge, 60+ / disabled travel card applications etc. including taking copies, verifying supporting evidence in line with current audit requirements and issuing a receipt for documents provided.

Identify customers who are likely to use self service options and those who may require additional support and therefore benefit from face to face interaction. Promote self service options; advise customers how to access the relevant systems to allow self service in the future.

Promote uptake of support services by identifying customers who may benefit from support and encouraging them to speak with a Multi-skilled Adviser.

Advice Hub – Receptionist

Process Blue Badges, take in and check form including verifying identity in line with current audit requirements and collecting payment.

Provide cash collection and information relating to balances on accounts for customers wishing to make payments due to Falkirk Council, who are unable / unwilling to use alternative mechanisms.

Maintain security arrangements for cash and cheques received, reconcile and prepare bank pay-ins of daily receipts.

Maintain and reconcile cash floats.

Keep apprised of legislative and policy changes in relevant areas and ensure compliance with policy, procedure and legislation.

Maintain and update records and information systems timeously, record monitoring information as required and provide comprehensive statistical information as necessary.

Work with staff in all Council services, other agencies and organisations to promote a partnership approach to service delivery and good practice in advice and information provision.

Support the implementation of a revised model of service delivery by trialling new methods of supporting service delivery and providing feedback to support evaluation of the revised model.

Carry out administrative or clerical tasks such as scanning of evidence when not providing face to face support to customers.

Contribute to other tasks that may be required for the effective delivery of the service.

SECTION E **Accountability**

The post holder is responsible for promoting a positive image and realistic expectation of the Council and its Services to customers, demonstrating a corporate commitment to customer care.

The post holder must exercise discretion in giving appropriate levels of support when responding to customer enquiries, acting within the scope of the policies adopted by the Council and its Service departments. As a front-line representative of the Council, the post holder will be required to communicate with a wide range of customers, who may display a variety of behaviours or emotions e.g. aggression, grief. Customers may include members of the public and their agents, staff and elected members of the Council, and representatives of external agencies.

The post holder must react to a wide range of enquiries and provide a clear and appropriate response in line with agreed policies and procedures, under the supervision of their team leader.

The post holder is responsible for the safekeeping of collections received during each day and cash floats of £100.00. Also responsible for checking that payments received are allocated to the correct account and correct change is given.

The post holder is accountable for ensuring complaints with financial regulations, the anti-fraud and corruption strategy and related policies and procedures.

Errors could lead to serious financial implications to both the Council and to its customers.

SECTION F **Knowledge, Skills and Experience**

The post holder must:-

- Have a Standard Grade (SCQF 4 or above) or equivalent in English and Maths & either Computing Studies, Administration, Information Systems, Business Management or Accounting & Finance.
- Be a good communicator
- have a good understanding of the role of other Council Services
- Have experience of working with vulnerable clients and the ability to be sensitive to their needs.
- Have excellent customer care skills and face to face customer care experience
- Have good influencing skills
- Have team-working skills
- Have the ability to work under pressure
- Work accurately and with utmost confidentiality
- Have good ICT skills and be able to navigate easily between systems

SECTION G **Demands**

The job is primarily demand-led, and involves responding to enquiries from customers on a range of Falkirk Council and related services.

The post holder will be expected to cope with multiple tasks.

The post holder must access and interpret a highly diverse range of information. In addition the post holder must be able to identify when the enquiry requires to be escalated and should ensure that the matter is resolved.

The majority of duties require the ability to follow instructions or recognised procedures. However, there is a requirement for initiative and independent action in order to make judgements or decisions in respect of issues that arise.

“This post requires a basic Disclosure Scotland check.”

SECTION H **Communications and Contacts**

Internal:

Revenues:

Revenues Manager	Very Occasional
Corporate Debt Manager	Occasional
Area Office Manager	Frequent
Senior Revenue Assistant	Frequent
Multi Skilled Adviser	Frequent
Staff at other Offices	Regular

Other Services:

Other Council Staff	Regular
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External:

Customers and their representatives	Frequent
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Key:

Frequent	Daily
Regular	Several times each week
Occasional	Weekly
Occasional	Less than weekly

Section I **Environment**

- Must be able to cope with unpredictable workload
- Must be able to work under pressure with frequent interruptions in a busy and noisy environment
- A flexible approach to working patterns would be advantageous
- A requirement to work at other locations may be required at short notice.