

**First Steps Enterprise Limited &
Fountains, Vauxhall, County and Walton Children's Centre**

Job Description - Receptionist

Pay: £18,562 per annum pro-rata (£18,031 actual)

Number of hours per week: 34 hours per week

Fixed term to 31st August 2022

Aim of Post

- To undertake reception duties and support the administration of the centre as required.

Directly Responsible To:

- **Day to Day - Children Centre Manager**
- Employment issues – Managing Director of First Steps Enterprise Limited

This Post Is Subject To Disclosure:

- Enhanced DBS
- Two appropriate references

Main Duties

- To support and assist the facilities manager in establishing and ensuring the implementation of office procedures and systems of record keeping and filing.
- To staff the reception desk at the centre, operating the entry system, issuing visitor badges, and recording visits in line with the care system.
- To assist in financial requisitioning.
- To deal with telephone enquiries.
- To operate an electronic booking system for the centre.
- To distribute post and carry out basic office duties e.g. photocopying, filing, processing incoming and outgoing mail.
- To produce documents in a variety of formats including tables, graphs and spreadsheets.
- To assist in the collection and collation of data.
- To ensure office supplies are maintained in accordance with Liverpool City Council orders.
- To take part in regular keeping in touch meetings and personal review and development as part of the authority's performance management framework.
- To participate in training and development activities as relevant to the post.
- To oversee the displays in the foyer and ensure that these are updated and information leaflets etc are available.
- To develop the city council's commitment to equal opportunities and to promote non-discriminatory practices in all work undertaken.

- To undertake any other professional duties as required in line with the grading of the post.

This job description is not intended to be either prescriptive or exhaustive: it is issued as a framework to outline the main areas of responsibility at the time of writing.

Key Skills/Person Specification:

- Good organisational skills
- Good communication skills, including very good telephone manner, particularly when dealing with customers
- Good 'people skills' – parents, colleagues, visitors etc
- Good ICT skills
- Literacy and numeracy skills
- Able to work on own initiative and as part of a team
- Good problem-solving skills
- Able to input into report collation
- Administration skills (record keeping, typing etc)
- Able to work closely with Children's Centre staff and First Steps staff

Other Details:

- Pay -; £18,562 per annum pro-rata (£18,031 actual)
- Number of hours: 34 per week.
- Annual leave 25 days plus Bank Holidays over a full year
- Place of work: Fountains/Vauxhall/Walton/County Children's Centre locations
- Fixed term to 31st August 2022
- This post is funded through the placement children centre.
- Complete an application online here - <http://firststepsenterprise.co.uk/vacancies/>