



South Yorkshire

POLICE**RECEPTIONIST**

District/Department	Facilities Management	Rank/Grade	Band A
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Role purpose:	Provide a professional customer service welcoming for all visitors to Carbrook, whilst ensuring the smooth running of the Force Headquarters facilities.
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Summary of Main Duties:

Management of visitors to site including operation of the visitor identification system and the management of visitor parking spaces along with other general enquiries to site.

Management of all meeting room bookings/enquiries and any hospitality requirements for Carbrook whilst ensuring the meeting rooms are fully equipped and ready for use.

Operation of the public address system.

Receipt and distribution of all incoming mail, including signing for all recorded mail and organising the collection of all external mail at the end of the day.

Accepting and distributing all parcels delivered to Carbrook by courier, arranging courier service for parcels at the request of members of staff (responsible for security and distribution).

Full responsibility for the management of the booking system database and Carbrook reception email account.

Supervise appointed contractors who visit the site to ensure correct documentation sighted before work commences.

Competencies/behaviours

*Please access the College of Policing website and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.*

<u>Competency</u> https://profdev.college.police.uk/competency-values/	<u>CVF Level</u> Level 1 – Practitioner Level 2 – Supervisor/Middle Manager Level 3 – Senior Manager/Executive
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1
Core values for ALL employees:	
Integrity	Public Service
Impartiality	Transparency



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Experience, Education and Skills: *Ideally between 4 and 6 of each*

Essential Criteria (used for short-listing)

Experience of dealing with face to face enquiries from members of the public

Experience of using computer packages including Microsoft Word and Excel

Able to work alternate shift pattern of days-8.00- 4.00pm or 9.00am – 5pm

Desirable:
