



ROLE ADVERT

ROLE TITLE: Temporary Receptionist/ Telephonist
Initially for a period of 3 months until 31st March 2015 to cover career break. The contract will then be reviewed in relation to the needs of the service

POST ID: RES 07

GRADE: BAND B SCP 9 - 13 £13,725 - £15,598 per annum

HOURS: 37 hours per week
Monday, Tuesday, Wednesday, Thursday 8.45am – 17.00pm
Friday 8.45am – 16.30pm

LOCATION:

The post holder will rotate between Innovation House and County Hall, Usk in accordance with a staff rota.

The location for the Telephone Service may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens.

SPECIAL CIRCUMSTANCES:

The post holder will be required to have use of a car and have a full driving licence. When staff absences occur you may need to be flexible and rotate location at short notice.

PURPOSE OF POST:

A temporary position has arisen due to the current post holder undertaking a Career Break. Working effectively as an individual and as part of a team - provide professional and efficient services for the Reception and Telephone Services. Provide ad hoc support in connection with the delivery of the Council's Courier and Mail Services.

Should you require any further information regarding this post, please contact:
Diane Hicks Telephone/Reception Supervisor - 01633 644000
Closing Date: 12 noon on 19th December 2014

Please Note that we are not able to accept CV's

Application forms can be completed online or down loaded via:
<http://www.monmouthshire.gov.uk/home/education/jobs-and-employment/how-to-apply-for-council-jobs/>

Completed paper application forms should be returned to the following address:-
Employee Services, Monmouthshire County Council, PO BOX 106, CALDICOT, NP26 9AN

Monmouthshire County Council is an equal opportunities employer and welcomes applications from all sections of the community. All posts are open to job-share unless stated otherwise.



ROLE PROFILE

ROLE TITLE:	Temporary Receptionist/Telephonist (3 month contract commencing December 2014)
POST ID:	RES O7
GRADE:	BAND B SCP 9 – 13 £13,725 - £15,598 per annum
HOURS	37 hours per week Monday, Tuesday, Wednesday, Thursday 8.45am – 17.00pm. Friday 8.45am – 16.30pm
LOCATION:	Innovation House, Wales 1, Magor and County Hall, Usk. When staff absences occur the post holder will be flexible and be able to rotate at short notice.
RESPONSIBLE TO:	Telephones/Reception Supervisor
Who are we?	Office Services, Property Services and Facilities Management Section

Our Purpose:-

Office Services provides some of the important business support functions and ensures that the Authority has the supporting tools to help deliver their services. We are a 'one point of contact support service' to provide all office requirements in relation to Building, Electrical, and Mechanical Work Requests, Stationery, Corporate Printing, Multi-functional devices, Reception, Telephone, Mail, Courier, Laptop loans and Mobile phone provision, and Tell Us Once.

The service exists to enable our internal and external customers to have quick and helpful access to these services using one point of contact, which results in an efficient and prompt response to their demands and needs.

The Purpose of this Role:-

A temporary position has arisen due to the current post holder undertaking a Career Break (possible start date of December 2014).

To provide a professional, friendly and efficient Reception and Telephone Service for the Council at Innovation House, Magor and County Hall, Usk. To provide ad hoc support in connection with the delivery of the Council's Courier and Mail services.

Expectation and Outcomes of this Role:-

This role is expected to provide a prompt and quality service for the Reception and Telephone services, as you will often be the first port of call for customers contacting or visiting the Authority and also to staff who require assistance or help.

Ad hoc assistance to the Mail Service will be required and you will have a good knowledge of the various Council services and personnel to help you to sort mail accurately. You will use a franking machine to accurately frank mail and follow Royal Mail procedures.

Ad hoc assistance to the Courier Service will be required which provide a daily delivery service to a range of council establishments and operates throughout the Monmouthshire County Council area. You will follow a prescribed delivery route and be able to drive the Council's Courier vehicle. In the event of road closures or inclement weather you will be able to seek alternative routes to ensure the service continues to operate.

The outcome is that mail, parcels and library books are despatched to the various establishments accurately and without delay.

Your responsibilities are to:-

1. To provide a prompt and efficient telephone service to callers contacting officers throughout all Departments of the Council via the Council's main telephone system to wide range of Council services.
2. Ensure that the efficient operation of a wide range of incoming telephone calls, whilst maintaining good communication with officers of all levels of the Council.
3. To effectively relay oral and written messages after verification with caller.
4. Display a high level of tact, diplomacy and a good understanding of the need for confidentiality.
5. Ensure guidance is provided to members of the public and visitors arriving at Innovation House, Magor and County Hall, Usk, on a range of Council Services. To be fully conversant with the functions of all Departments of the Council.
6. To receive tenders and maintain record of receipt.
7. To acknowledge emails received via the Council's website – Contact and process accordingly.
8. In the event of Highways disruptions and inclement weather conditions, you will be knowledgeable to consider alternative routes to the prescribed courier schedule.
9. To sort and bag Courier mail items/ parcels and library books, for intended delivery destinations.
10. To manually transfer mail items, parcels and Library books, from the Mail Room on to the Courier vehicle, ensuring that the bags are loaded in sequential order.
11. To manually unload mail items, parcels and library books from the Courier vehicle to the Mailroom.
12. To ensure the safe and secure custody of Tenders to the Legal Service and CRB documentation to the Passenger Transport Service.
13. To ensure the safe and secure custody of mailbags from the One Stop Shops, to the Cashiers section at Innovation House, Magor.
14. To ensure the safe keeping of the One Stop Shop 'cheque payment mailbox' keys.
15. To assist with the opening of the 'cheque payment mailboxes' at each of the One Stop Shops, depositing contents into a mailbag, and securing a security tag to the mail bag. To sign appropriate documentation to verify procedure.
16. To undertake a daily routine vehicle maintenance check of the Courier vehicle, before driving it i.e. engine oil and water, fuel, lights, wipers/washers, mirrors, tyres, wheel nut security (visual inspection), damage to bodywork.

17. To complete and sign the Driver Daily Defect Report and report any defects which render the vehicle not to be roadworthy, to your line manager.
18. Apply safe lifting procedures. Recognise any unsafe health and safety procedures and report accordingly. To operate in accordance with the Council's health and safety welfare policies and guidelines.
19. To sort all external and internal mail received at Innovation House and County Hall, Usk and allocate to all Departments via pigeon hole arrangements; open general mail, log cheques as directed and allocate as per set procedures.
20. Sort mail from various Services and frank all outgoing mail at appropriate and correct postal rate, following Royal Mail specification.
21. Ensure that postage expenditure is recorded accurately on the franking machine and download data on a daily basis.
22. Complete the necessary Express Services documentation for specialist Services e.g. Recorded Delivery.
23. Apply safe lifting procedures. Recognise any unsafe health and safety acts and report accordingly.

Here's what we can provide you with:-

- The necessary management and team support of an already well performing service.
- A valued and interesting role meeting and liaising with a wide range of council service providers to support their service needs and demands.
- To drive throughout the Monmouthshire County Council area.
- To support your training needs in the delivery of the services the role requires.
- The chance to be part of a mixed delivery service e.g. mobile and office based.

What else you need to know.....Monmouthshire Values are:

- Openness: We aspire to be open and honest to develop trusting relationships.
- Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.
- Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.
- Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.
- And this role, will work with Monmouthshire to achieve these.

Person Specification

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

- Possess a minimum of four years driving experience
- Experience of working under pressure and meeting deadlines
- Experience of working effectively as part of a team as well as on your own
- High level of IT literacy and capability.
- Ability to apply safe driving techniques
- Possess a valid driving licence
- Good physical mobility to enable the transportation of mail bags, parcels and library books and where this may involve upper floor level delivery points, at various Council buildings.
- Able to build effective relationships with internal/external customers
- Possession of good interpersonal skills
- Ability to work without close supervision, whilst driving the courier van
- Effective and courteous communication skills
- The ability to demonstrate a clear understanding of the Equal Opportunities principles and practice, and a clear commitment to their effective implementation
- To be able to both abide and implement Monmouthshire County Council's Health and Safety Policies and procedures

**Should you require any further information regarding this post, please contact:
Diane Hicks – Telephone/Reception Supervisor Tel: (01633 644400)**

Closing Date: 12 Noon on 19th December 2014