

**JOB TITLE: RECEPTIONIST**

**ACCOUNTABLE TO: FINANCE OFFICER**

**TEAM: FINANCE TEAM**

**LOCATION: HARBOUR OFFICE, ITCHENOR**

**SALARY: £21,575 - £21,968 (pay award pending)**

 **Actual £8,747 - £8,906 NJC Grade 4 SCP 5-6**

**DURATION: PERMANENT**

**HOURS PER WEEK: 15 hrs per week – two days preferably Monday & Friday**

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**PURPOSE**

To be the first point of contact with the organisation, either by phone or face to face. To provide administrative support to the Finance Team.

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**DUTIES**

* Attend the Reception desk at the Harbour Office and be the first point of contact to answer enquiries about CHC work face to face or by phone.
* Provide visitor information to the public who visit the Harbour Office and the Chichester Harbour area.
* Greet visitors to the Harbour Office ensuring they are signed in.
* Issue plaques, shower tokens, car park passes etc. and take Solar Heritage bookings at the front desk.
* Responsible for preparing outgoing post daily.
* Accept incoming post and deliveries and direct to appropriate staff or storage area.
* Monitor the general enquiries email mailbox, answering general enquiries and direct specialist emails to relevant staff.
* Assist with cashing up and reconciling the till.
* Manage stationery inventory including orders and deliveries.
* Keep the reception area clear of deliveries.
* Have control of ice cream orders and deliveries and raising Purchase Orders.
* Maintain the booking calendars for maintenance piles, visitors’ moorings etc.
* Assist in the generation and dispatch of pro-forma invoices and plaques, also the follow-up reminders for outstanding charges.
* Provide other administrative support to the Finance Team as required and under direction.
* Attend relevant meetings and training courses as required.
* Support equality and diversity and respect customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.
* Take reasonable care for own health and safety and for that of anyone else at the workplace, co-operating with Conservancy in relation to health and safety obligations.
* Undertake any other reasonable duties commensurate with the grade as directed from time to time by the Conservancy.

**Qualifications, Experience, Skills, Knowledge and Competencies**

**Qualifications**

* 5 GCSEs A\*- C or equivalent

**Experience**

* Cash handling, till use and basic reconciliation
* Receptionist or other public facing customer service
* IT skills
* Telephone call handling

**Skills & Knowledge**

* Strong communication skills
* Customer service skills
* Problem solving, initiative
* Good level of numeracy and literacy
* Good knowledge of Chichester Harbour