



HM Prison & Probation Service

PS Job Description (JD)

PS Band 2

Directorate: Probation Service

Job Description: Receptionist

Document Ref.	PS-JES-0109 Receptionist v1.0
Document Type	Operational
Version	1.0
Classification	Official
Date of Issue	15 September 2022
Status	Baselined
Produced by	Job Evaluation Assurance and Support Team
Authorised by	Reward Team
JD Evidence	

PS Job Description

Job Title	Receptionist
Directorate	Probation Service
Band	PS Band 2

Overview of the job	<p>This is an administrative role based within the Probation Service (PS) Directorate in HMPPS. The job holder reports to the designated Line Manager and supports the provision of business specific and transactional office-based activities.</p> <p>The job holder works collaboratively with other team members to provide reception duties and a range of administrative support services.</p> <p>The job holder may be expected to support a number of teams/functions within the operational area and is to offer support and cover during periods of absence, for which training will be provided.</p> <p>The job holder must promote diversity and anti-discriminatory practice in the performance of the post in a way that embraces Equality and values Diversity.</p> <p>The post holder must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position.</p> <p>NB: Core Hours include regular unsocial hours (evenings and/or weekends) as determined by the business need.</p>
Summary	To provide an effective and efficient first point of contact with all visitors, telephone callers and undertake administrative functions in accordance with service policy and procedures.
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> To be first point of contact for Probation Service and greet people on probation and visitors professionally both face to face and via telephone and email, logging their arrival and departure, ensuring the appropriate member of staff is notified and issue visitor passes and security fobs as necessary. Through observation and situational awareness to use tact and diplomacy to diffuse potentially violent situations and recognising where additional support is required, be that internal management or external security/policing presence, and to be alert to conversations that might indicate a safeguarding/risk issue and take appropriate remedial action such as emailing the Probation Practitioner and updating Delius. Answer all enquiries, while on Reception, relating to basic information about the Probation Service and local Person on Probation support services such as the provision of food banks, referring more technical enquiries to an appropriate manager. To deal with all logistics for a building including managing all mail items, ordering PPE and office stationery, meeting room equipment, taking delivery of items and ensuring they get to the right destination and managing room, hot desk and car parking bookings, support and service meeting rooms including preparing for events and event registration as required. To pay bus fares/travel warrants to people on probation and handle day to day petty cash including collection and transport of petty cash and travel warrants between Probation properties. To assist in maintaining Health and Safety and security aspects of the building, including acting as key holder, operating the physical security of the building, the testing of fire alarms, testing panic alarms, monitoring CCTV and assisting evacuation measures and where necessary to act as Fire Warden/First Aider and in the absence of a line manager to support risk assessments where trained.

	<ul style="list-style-type: none"> • To log building faults and incidents and keep a log of maintenance and repairs escalating issues through the appropriate channels and making decisions (within guidelines) on the urgency of the faults in order to maintain the security of the building. In the absence of the Senior Admin Officer escorting contractors and visitors around the building. • Where necessity arises to support the case administration of Person on Probation by providing a confidential and high-level administrative support service to operational teams, to include: <ul style="list-style-type: none"> ○ Process and update computer based and manual files and filing systems ○ Use a range of computer software in providing comprehensive administration support ○ Produce a range of documentation and correspondence ○ To access databases for information as necessary and input information as required ○ Scanning and archiving data, some of which is sensitive and highly confidential <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.</p>
Behaviours	<ul style="list-style-type: none"> • Delivering at Pace • Communicating and Influencing • Changing and Improving • Managing a Quality Service
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Ability	<ul style="list-style-type: none"> • Must have proven proficiency in ICT skills across the full range of Microsoft Office applications • Must have excellent verbal and written communication skills
Experience	<p>Desirable</p> <ul style="list-style-type: none"> • Has worked in criminal justice field • Has experience of working in high pressure/stressful working environments • Has experience in customer relations • Has worked on a large-scale Change Project/Programme Industry • Has worked in field of information management • Has a background in assurance work • Continuous Improvement experience; understands how to assess process and activity to gauge performance to agree recommendations for positive action
Technical	<p>Qualifications Essential</p> <ul style="list-style-type: none"> • GCSE A*-C Grade (or equivalent) including Maths and English (and Welsh where applicable) or proven track record in commensurate role <p>Qualifications Desirable</p> <ul style="list-style-type: none"> • IT qualification equivalent, i.e. ECDL/CLAIT or equivalent work experience to the competency level of ECDL • Continuous Improvement – Practitioner (and/or Six Sigma equivalent) – can be obtained when in post • Introduction to UK General Data Protection Regulations 2018 accredited course – can be obtained when in post

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
Hours of Work (Unsocial Hours) Allowances	<p><i>Leave Blank</i></p> <p>To be used by the JES Team only</p>

Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
------------	--	---------	------------	-----------

Delivering at Pace		Must have proven proficiency in ICT skills across the full range of Microsoft Office applications	Has worked in criminal justice field	Qualifications Essential GCSE A*-C Grade (or equivalent) including Maths and English (and Welsh where applicable) or proven track record in commensurate role
Communicating and Influencing		Must have excellent verbal and written communication skills	Has experience of working in high pressure/stressful working environments	Qualifications Desirable IT qualification equivalent, i.e. ECDL/CLAIT or equivalent work experience to the competency level of ECDL
Changing and Improving			Has experience in customer relations	Continuous Improvement – Practitioner (and/or Six Sigma equivalent) – can be obtained when in post
Managing a Quality Service			Has worked on a large-scale Change Project/Programme Industry	Introduction to UK General Data Protection Regulations 2018 accredited course – can be obtained when in post
			Has worked in field of information management	
			Has a background in assurance work	
			Continuous Improvement experience; understands how to assess process and activity to gauge performance to agree recommendations for positive action	