

Job Description

Receptionist / Facilities Support Officer

Service:	Facilities Management	Team:	Hard FM – Operations
Location:	The White Cross Neighbourhood Centre - Lancaster		
Salary range:	£25949 - £25989	Grade:	4
Reports to:	Facilities Support Team Leader	Staff responsible for:	None

Job Purpose

To provide a friendly, welcoming, and professional front of house reception function.

To provide general administration and office support to the Operational Facilities Manager and to the wider service management teams.

Accountabilities/Responsibilities

- Undertake reception duties to greet and welcome staff, public, visitors, customers, and tenants, providing advice, assistance, and direction as necessary.
- Deal with general telephone and face-to-face enquiries efficiently and professionally, signposting enquirers to appropriate contacts or providing advice and information as appropriate to ensure that they receive a positive experience and outcome.
- Monitor and respond to enquiries received through the AskFM North mailbox ensuring that enquiries are answered promptly or are re-directed to the appropriate team for action or response.
- Provide an FM Helpdesk function at reception points to deal with all facilities and service-related issues, requests, and queries.
- Log building faults and maintenance requests into the property asset management system and ensure relevant FM teams are informed of actions required.
- Arrange service visits for contractors to attend sites and liaise with site staff as required, following up and actioning any remedials as a result of the visit.
- Support the FM Team Leaders in relation to day-to-day operations
- Assist with enquiries in relation to the corporate room booking system and support service delivery to conference and meeting rooms where required.
- Undertake general office administration duties and provide back-office support to the service management teams.
- Provide first aid treatment and assist as necessary in the event of an emergency incident, following procedures and contacting the relevant emergency services, and escalating the issue to management.
- Undertake fire warden duties in the event of a building fire evacuation or evacuation drill.
- Support testing of fire management systems and equipment to maintain compliance.

- Although the post holder will primarily be based at The White Cross Neighbourhood Centre in Lancaster, there may be an occasional requirement to undertake the above duties at other buildings across the county when dictated by operational necessity.
- Carry out other duties as required or delegated by the Facilities Support Team Leader and the Facilities Manager, including undertaking tasks performed by lower grades as required.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

Receptionist / Facilities Support Officer

All the following requirements are essential **unless** otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
<ul style="list-style-type: none"> • First Aid at Work (or be willing to undertake and successfully complete training). • Fire Warden (or be willing to undertake and successfully complete training). • High standard of literacy and numeracy, with good pass grades in English and maths at a minimum level of GCSE or equivalent.
Experience
<ul style="list-style-type: none"> • Previous experience of providing a first-class reception service or working in a similar, front of house, customer facing environment • Experience of providing general office support and administration • Experience of dealing and responding to face-to-face, telephone and on-line enquires
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Excellent range of interpersonal skills for dealing with the public, staff, and customers • Ability to be an excellent brand ambassador for Lancashire County Council and the Facilities Management Service when dealing the public, staff, and customers, always reflecting our corporate values and vision • Effective and fluent communication skills, both written and verbal • Service orientated with aptitude for providing an excellent customer service experience and an ability to build rapport with the public, staff, and customers • Possess a friendly and approachable manner and an ability to maintain this when dealing with difficult or challenging customers • Ability to work on own and form part of an effective team. Ability to multi-task with ability to prioritise and deal with multiple issues on a regular basis. • Ability to multi-task with ability to prioritise and deal with multiple issues on a regular basis. • Proficient in the use of Microsoft office applications (Excel / Word / PowerPoint / Outlook)

Other essential requirements
<ul style="list-style-type: none">• Possess strong organisational skills.• Demonstrate ability to be flexible and adaptable.
<ul style="list-style-type: none">• Commitment to equality and diversity.• Commitment to health and safety.• Commitment to always display the LCC values and behaviours and actively promote them in others.