



Receptionist

Purpose of the role

To welcome clients, provide information and ensure they are dealt with according to bureau systems.

Main duties and responsibilities may include:

- Welcome clients coming into the bureau contact area.
- Explain waiting times and procedures to clients.
- Provide information about the CAB and other advice services to clients.
- Work collaboratively with other colleagues.
- Consult the gateway / advice session supervisor appropriately.
- Work within agreed bureau systems and procedures.
- Answer the telephone and refer calls or take messages.
- Process client information collected at the reception helpdesk.
- Maintain online and other electronic appointment diaries.

Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Personal skills and qualities that a reception worker needs:

- Friendliness and approachability.
- Commitment to the Aims and Principles of the CAB service including the service's equality and diversity policies.
- An understanding of discrimination or the willingness to learn about it.
- Excellent verbal communication skills including telephone skills.
- Good numeracy and literacy skills.
- Ability to access relevant signposting information including electronic and written materials.
- Ability to implement administrative policies and procedures in a busy work environment.
- Good IT skills, including Word, email and internet.
- Flexibility and willingness to work as part of a team.
- Awareness of the potential needs of, and demands placed on, vulnerable clients.