

# Yeovil Town Council

## JOB DESCRIPTION



**Job Title:** Receptionist

**Grade:** SCP 4 - 6  
£9,960 - £10,363 pa (overtime will be paid when relevant)

**Hours of Work:** 20 hours per week

**Responsible to:** Deputy Town Clerk

**Responsible for:** No supervisory responsibilities

### Main Purpose of the Job

- To provide a professional frontline reception service both in person and on the telephone.
- To carry out administrative and customer service duties as directed.

### Summary of Responsibilities and Duties of the Job

1. To greet visitors in welcoming and helpful manner;
2. To answer the telephone in welcoming and helpful manner and to direct calls as necessary;
3. To ensure that the reception and visitor seating areas are clean and organised;
4. To assist in the production and distribution of Council and Committee agendas and minutes;
5. To assist with incoming and outgoing mail (both paper and electronic);
6. To assist with the arranging of meetings;
7. To provide support to staff, Councillors and the Mayor;
8. To assist in ad-hoc projects and attend events as required; and
9. To undertake any other duties appropriate to the post, as directed.

## **External and Internal Contacts**

Councillors, members of staff, partner agencies and members of the public.

Face to face, telephone, written and electronic communication.

## **Working Environment**

Based at Town House. The normal working hours of this post is 20 hours per week Monday to Friday. However, there may be a requirement for some attendance in the evening or weekend for meetings and town events organised by the Town Council.

## **Health and Safety at Work**

Yeovil Town Council's Health and Safety Policy and all relevant Health and Safety at Work Instructions (such as the Lone Working Policy, procedures and practice guidance) are to be considered as part of this job description.

## **Equal Opportunities**

Yeovil Town Council is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, beliefs, sexual orientation, responsibilities for dependants, marital status or disability.

**August 2019**