

Secure Receptionist

Service	Reporting to	Location	Grade
Childre's Service	Snr Secure Receptionist	Barton Moss Secure Care Centre	2B + secure unit allowance

About the role

- You will be responsible for ensuring the security systems and processes are adhered to at all times. (keys, alarms, pagers, cameras etc)
- You will maintain security equipment & report issues in a timely manner.
- You will be responsible for facilitating family and professional visits.
- You will ensure the Confidentiality Code of Conduct is adhere to in relation to staff, clients, family & carers
- You will enable court escorts to safely deliver and collect young people from/ to the centre.
- You will manage room bookings & calendar maintenance,
- You will ensure stationery and equipment supplies are kept restocked.
- You will be responsible for the production of a range of documents, both electronic and hard copies.
- You will be responsible for the reception & foyer areas.
- You will devolve information to staff and managers in a timely and consistent manner.

Job code:
Job score:
Date of evaluation:

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Key outcomes

- You will ensure a high standard of customer care
- You will support staff and managers to ensure security is maintained at all times.
- You will work with Facilities staff to ensure that security equipment is maintained to a high standard at all times.
- You will ensure the safety of staff and visitors whilst passing through the reception entrance.
- You will proactively support clients, staff and visitors to ensure they receive a positive experience whilst at the centre.,
- You will ensure that all reception, health, safety and security procedure are kept up to date and adhered to.

What we need from you

- To model and demonstrate our values and behaviours.
- The ability to present a positive impression of the organisation.
- Experience of delivering an effective, reliable and efficient customer care service
- The ability to maintain an atmosphere and environment that is conducive to effective customer/colleague relationships
- To accurately process, record, store and retrieve data and information using computerised systems and manual systems
- Experience of a range of administrative procedures
- To demonstrate awareness of personal responsibility in respect of Health & Safety & Security
- The ability to work within established procedures and timescales and identify/suggest solutions where compliance is affected
- Microsoft office experience
- NVQ2 Administration or Customer Services or equivalent or willing to work towards.

The post holder will be expected to undertake the duties commensurate within the range and grade of the post or any lesser duties as directed.

NB: The aim of the role profile is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review (in consultation with the postholder where appropriate) to reflect the changing work requirements.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

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