**Title of post:** Front of House Assistant – Communications & Engagement

**Grade:** Grade C

**Responsible to:** Communications Team Manager

Purpose of Post: To carry out tasks that support the section to administer LGPS pensions on a day-to-day basis. To carry out reception duties, general office duties and deal with incoming and outgoing post.

Main Duties & Key Responsibilities:

1. ***To be responsible for the completion of your workload and carrying out general office duties***

* Support your Team Manager in delivering the objectives set for the Communications section
* Be responsible for managing and monitoring your own workloads and complete tasks allocated to you within the allotted timescales
* Greet all visitors arriving at reception, establishing their requirements, signing them in and out and dealing with security procedures and passes where required
* Carry out all other general reception duties, including answering calls and managing the visitor car parking
* Inspect the various entry points at Guardsman Tony Downes House, ensuring they are always kept secure and communicate any irregularities with the management team.
* Follow procedures for health and safety and fire evacuation. Liaise with the necessary departments to ensure the signing in/out sheets with attendee details are available for all meetings and brief all visitors on the evacuation and security protocols
* Deal with any general pension enquiries received and be responsible for ensuring pension member records are accurate and up-to-date, and any queries are immediately investigated and rectified if necessary
* Ensure pension members are provided with accurate and relevant information
* Deal with incoming and outgoing post, process procurement orders, arrange the payment of invoices and monitor stock
* Manage the conference and meeting room booking system and book authorised refreshment orders or any similar supplies or facilities required for meetings and conferences
* Communicate pension information to members or other stakeholders effectively by telephone, letter, e-mail or face-to-face
* Ensure compliance with all legal and policy requirements, such as data protection requirements, IT security polices and similar
* Adhere to the cover arrangements required on your team, and ensure any office policies and procedures are followed and adhered to

1. ***To be responsible for your own self-development and contribute to the overall success of the service***

* Maintain your own working knowledge of the LGPS and any other relevant legislation needed to carry out your role
* Be responsible for assessing your own training needs and feeding this back to your Senior Officer and Team Manager, and identify ways in which you might want to develop and progress in your role
* Contribute to the upkeep of all team training manuals and guidance notes, ensuring they are kept accurate and up to date
* Assist with ensuring your team prioritises customer outcomes and focuses on delivering high standards of service and ensure all procedures relating to customer feedback are followed
* Identify improvements to the service provided to GMPF members and liaise with your Team Manager to appraise and implement these
* Promote a culture of openness, inclusiveness, positivity, inventiveness, and ingenuity

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| **PERSON SPECIFICATION REQUIREMENTS** | Essential (E) or  Desirable (D) | How it will be assessed |
| 1. **Education Standard / Qualifications** |  |  |
| Practical ability in written English and Mathematics to GCSE or equivalent level | D | Application form |
| Qualification in customer service or similar discipline | D | Application form |
| Knowledge |  |  |
| A knowledge of the LGPS or other pension scheme(s) | D | Application form, Interview |
| An awareness of Data Protection legislation and its implications and importance for our service | E | Application form, Test, Interview |
| Experience of: |  |  |
| Working effectively as part of a team | D | Application form, Interview |
| Dealing with members of the public / customers / clients | D | Application form, Interview |
| Managing your own workloads and working to deadlines | E | Application form, Test, Interview |
| Working in an office, administration or customer services team | D | Application form, Interview |
| Responding to customer enquiries, resolving complaints and applying learning from feedback | D | Application form, Test, Interview |
| Skill and ability to: |  |  |
| Input data accurately | E | Test |
| Follow written procedures | E | Test |
| Write clear, concise letters and e-mails | E | Test |
| Communicate well with a range of audiences including colleagues, senior managers and outside agencies | E | Application form, Test, Interview |
| Recognise where issues need to be treated confidentially | E | Test, Interview |
| Demonstrate empathy and deal appropriately with members experiencing bereavement or similar | E | Test, Interview |
| Determine your own work priorities | E | Test, Interview |
| Have an awareness of wider service demands and issues and recognise pressures that may be being encountered by other teams and sections | E | Interview |
| Be enthusiastic about the work of the service and the benefits it provides to its members | E | Interview |
| Demonstrate good IT and computer skills | E | Application form, Test, Interview |
| Promote equalities and diversity in the workplace | E | Interview |
| Be committed to the role and to be flexible, depending on the needs of the service | E | Application form, Interview |

**For Information:**

**Category**

E = Essential requirement without which the candidate would be unable to carry out the duties of the post

D = Desirable features that would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have those qualifications, training, experience and so on

March 2023