

Job Description

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| Job Title | Apprentice Receptionist |
| Directorate | Children's and Young Peoples Service |
| Service Area | Early Help |
| Grade | AP2 |
| Competency Level | 1 |
| Salary | £24,547 |
| Job Type | Office Based |
| Location | City Wide |
| Disclosure and barring service (DBS) | Enhanced DBS (Child Workforce and Child Barred List) |
| Job Evaluation Ref No | N/A - Apprenticeship |

Job Purpose

An 18-month fixed term apprenticeship in Business Administration working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Business Administrator Apprenticeship

Carry out reception responsibilities and contribute to the effective administration of the centre

Directly Responsible For:

Not applicable

Directly Responsible To:

Children Centre Manager

Main Areas of Responsibility:

- Support the operational delivery of the Family Hub/Children Centre through maintaining effective administration processes, possibly further developing them to online processes. This can include filing records, booking rooms and activities
- Be the first point of contact for the Family hub/Children Centre by working on reception, welcoming families and visitors, signing them in and helping them find what they need. This also includes first point of contact via phone or mailbox
- Support the ordering of supplies and keeping stock topped up when things run low
- Respond to questions from families in person, over the phone and by email, making sure they get the right help
- Register new families and explain what support and services are available
- Signpost families to other local services and organisations that can help them.
- Keep in touch with families by phone when needed to offer support
- Manage room bookings and make sure spaces are set up ready for meetings and sessions, this will include e moving equipment and preparing refreshments when required
- Organise session bookings, manage waiting lists and keep clear attendance records

- Carry out general office tasks such as photocopying, sorting post and managing the mailboxes
- Create simple documents such as spreadsheets, tables and reports
- Order and give out vitamins to families, update records and promote the Healthy Start scheme
- Issue food bank and supermarket vouchers and help families access extra support if needed
- Update Data based systems (E-start) with accurate information and details
- Help promote the centre through social media, website and local activities
- Support the team in keeping displays up to date and information leaflets available
- Organise Excel data into clear formats that make day-to-day tasks easier for staff

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The post requires you to sit stationary for long periods and will also require you to stand for some periods.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**



[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 4 GCSEs A* to C or 9-4 including Maths and English or equivalent (A,I)

Desirable

- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administration Level 3 Apprenticeship qualification

Experience

Essential

- Knowledge of IT software packages, e.g., MS Office packages including Word, Excel, PowerPoint and Outlook (A,I)
- Providing excellent customer service within a busy environment (A,I)

Desirable

- An understanding of the work Children Centre teams provides to families



Skills/Abilities

Essential

- Demonstrate excellent communication skills both verbal and written (A,I)
- Able to follow procedures to ensure work carried out meets the requirement of the customer and the service (A,I)
- Good organisational skills with the ability to prioritise workloads to meet deadlines (A,I)
- Able to work as part of a team to meet business objectives (A,I)

Desirable

- Awareness of Data Protection and confidentiality

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the Enhanced level

