

# MISTERTON PARISH COUNCIL

## RECEPTIONIST AT THE MISTERTON CENTRE

### JOB DESCRIPTION

- Grade/Salary:** Scale 1/2 pro rata  
Inclusive rate of pay to take into account the need to work on Saturdays
- Additionally, a supplement may be payable after a year in post subject to satisfactory performance in carrying out clerical/administrative duties for the Parish Council.
- Hours:** 20 hours per week, based on Tuesday to Saturday - 10 am to 2 pm
- Responsible to:** Clerk to the Council
- General Job Objective:** Providing a high quality customer orientated service as a front of house receptionist, with the ability to deal with members of the public on a day-to-day basis. In addition to provide clerical/administrative support to the Parish Council
- Specific Requirements:** Previous reception/administrative background desirable, along with the ability to work as part of a team. You will be computer literate
- Conditions of Service:** NJC Conditions of Service for Local Government Services. The post is offered on a one-year contract, to be reviewed as the requirements of the post become apparent
- Key Tasks:**
1. A range of general reception duties at The Misterton Centre, including greeting callers, taking messages and providing information on behalf of Bassetlaw District Council, Misterton Parish Council, Nottinghamshire Police and any new partners, using high standards of customer care.
  2. Liaising with the partners at 1. above.

3. Processing applications for bus passes, blue badges, etc.
4. Generally dealing with any public service enquiries.
5. Regular updating of customer information displays and serving customers with care and attention.
6. Generally ensuring that the facilities at The Misterton Centre run smoothly.
7. Undertaking clerical/administrative duties that may be allocated within periods of duty.
8. Any other relevant duties commensurate with the grade and responsibility level of the post.