

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Receptionist
GRADE: 3
SERVICE AREA: Property Services
RESPONSIBLE TO: Operations Manager
DATE ISSUED: July 2025

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

JOB PURPOSE:

Harborough Innovation Centre (HIC) provides office space, meeting room rental and support services to new and start-up businesses in the District. As the first point of contact for customers visiting and residing in the building, you will work as part of a team delivering first class professional customer service, both internally and externally. Ensuring all enquiries are processed to the required performance standards complying with Council's policies & procedures. The Receptionist is the "face" of the HIC and is a key part of delivering a positive experience to our clients. Supporting the wider Business Centres team with potential travel to/from the Harborough Enterprise Centre (HEC) to help co-ordinate / facilitate contractors.

JOB ACCOUNTABILITIES:

1. Meet and greet visitors to the HIC, directing them to sign in, in accordance with policies and procedures.
2. Interact with staff, businesses, contractors and visitors.
3. Telephone and switchboard services including message taking and answering calls in the name of the companies.
4. Maintain confidentiality in all aspects of businesses and staff.
5. Processing of all incoming and outgoing post / deliveries ensuring that all mail / packages are dealt with in a secure, confidential and timely manner.

6. Key and alarm fob holders for opening and closing the building, with responsibility to open, close and alarm resident business offices.
7. Responsibility for the postage franking equipment including supply of consumables, topping up credit to the machine, and administration of customer postage recharges onto the CRM (Customer Relationship Management) System.
8. Handling conference and meeting room booking enquiries for internal and external customers using the CRM System and offering additional services such as refreshments, lunch, projector hire and admin support.
9. Issuing invoices to external customers for meeting rooms, day offices and flexi space bookings, internal journals.
10. Preparation of customer keys and security fobs.
11. Preparation of draft website articles, socials media posts and posters for marketing purposes, ready to be finalised by management.
12. Monitoring of stock levels and ordering of centre consumables and stationery on the Requisitioning System, including collation of recharge information.
13. To accurately record any ad hoc services requested onto the CRM System and assisting with relevant monthly reporting.
14. Use of photocopying and document imaging systems and stock control for all printing consumables (e.g.: paper, bindings, covers etc.)
15. Assist with the provisioning of IT and telecoms for new and existing customers and any fault finding or logging required.
16. Logging of maintenance issues onto the Council Web Helpdesk.
17. Liaising with the Facilities Management team and external contractors regarding on-site maintenance issues.
18. Provision of administrative support to other service areas, including monthly billing, new customer move-ins and car park management under the direction of the Operations Manager to ensure the smooth running of the HIC.
19. Help manage catering bookings and provide coffees and teas to meeting bookings.
20. Provide cover for the onsite cafe, making barista coffee and serving light snacks to customers.
21. Willingness and ability to complete training courses required for the position, including food and hygiene for when the cafe requires cover.

22. Actively contribute to a unified environment by working collectively with all customers of the HIC, developing and maintaining relationships to ensure effective delivery of service.
23. Process general, specific or office enquiries received by telephone, post and electronic means ensuring that responses are made within the Council's agreed timescales and ensuring adherence to the Council's Customer Care and Complaints procedure standards.
24. To uphold and display the HDC behaviour competency framework to at least level 1.
25. As a term of employment, the post holder may be required to undertake other such duties as may reasonably be required of you in the post and team mentioned above or in a comparable post in any of the Organisation's other teams at any of the Authority's establishments.
26. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies.

27. Health and Safety:

To be familiar with and at all times comply with:

- the Council's general health and safety policy;
- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents; and
- local department specific health and safety procedures as amended or added to from time to time.

To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.

To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

JOB TITLE: Receptionist					
TEAM: Business Centres	GRADE: 3	ALLOWANCE: N/A	PERMANENT YES	WEEKLY HOURS: 40 hours	
CRITERIA FOR SELECTION: (Justifiable as necessary for safe and effective performance)	ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)		ADDITIONAL/USEFUL REQUIREMENTS (Where available, elements that contribute to improved/immediate performance in the job)		
Qualifications	GCSE Grade C/4 or above Mathematics and English Language or equivalent or able to demonstrate equivalent aptitude	E/I/ A	Customer care / relations qualification Qualification in Business Administration Qualification in use of ICT	E/A E/A E/A	
Experience	Administrative / clerical duties to include use of computerised record systems, producing well written correspondence and maintaining digital and physical filing systems Customer liaison skills Experience of effective team working Purchase orders/invoices/receipting of income Use of photocopiers and document scanning equipment Use of Microsoft Office including Word, Excel and Outlook	I/T/A I/T/A I/A I/A I/A I/A	Use of document management systems Post room activities including use of franking equipment Production of statistical information/reports Experience of working in a cafe setting Experience of using marketing platforms, social media and websites.	I I I/T I I	
Personality	Confident, conscientious, friendly, good team player and flexible	I			
Other	Good written and verbal communication skills Good interpersonal skills Good organisation and prioritisation skills Excellent customer service skills Able to work using own initiative Use of document imaging systems (scanners/copiers) Intermediate Microsoft Office including Word, Excel and Outlook	I/T/A I I/T I/T I/T I/T I/T/A	Barista training Driving licence and access to a suitable vehicle for business use	I I / E	

	Ability to learn new systems, e.g. marketing software, web platforms and social media	I/A		
Application Legend	A=Application Form	I=Interview	T=Test/Assessment	E=Evidence