



## **JOB DESCRIPTION**

**1. JOB TITLE SUPPORT ASSISTANT (RECEPTION)**

**2. JOB PURPOSE**

Provide reception services and general clerical support to the Authority Team.

**3. ORGANISATIONAL POSITION**

**Immediate Line Manager:** Authority Support Manager/Senior Support Assistant (Reception)

**Peers:** Support Assistants

**Management Responsibilities:** None

**4. DIMENSIONS**

**Offices covered:** Up to 2 offices and up to 6 outlying hearing centres

**Cash handling:** Potentially petty cash of up to £1,500

**5. PRINCIPAL ACCOUNTABILITIES**

- Receive all visitors and ensure appropriate records are kept of attendance at hearings.
- In liaison with the Reporter, ensure appropriate security arrangements are made in relation to hearings and respond to issues arising in line with local procedures.
- Administer payment of expenses to attendees at hearings and accurately record and maintain financial records.
- Provide general clerical support including mail, photocopying and filing.
- Coordinate accommodation and facilities for hearings and other meetings.
- Deal efficiently and effectively with telephone calls.
- Assist in ensuring the completion of accident/incident reports in relation to hearings.

## **6. QUALIFICATIONS, TRAINING, EXPERIENCE, KNOWLEDGE AND SKILLS**

- Good general standard of education
- Ability to deal with people in stressful situations
- Good communication skills
- Good interpersonal skills
- Numerate
- Ability to work as part of a team
- Flexible approach
- Ability to service outlying hearing centres as required

## **7. COMMUNICATIONS**

**Internal:** Regional and Authority Team Staff

**External:** Children and families, panel members, staff in other agencies, visitors to the office

## **8. PRINCIPAL CHALLENGE**

To deal with people efficiently and courteously in potentially volatile situations.