



Reception Worker **Job Description and Person Specification**

Post:	Reception Worker
Salary:	NJC scale points 5-6 currently £19,650-£20,043 gross per annum pro rata, based on standard full time hours of 35 pw, plus 4% employer's pension contribution
Hours:	35 hours per week. Standard working hours 9am-1pm, 2-5pm Monday to Friday. Part-time applicants (minimum of 21 hours) will be considered.
Contract:	This post is fixed term to 31 March 2023, but may be extended subject to funding.
Annual leave:	Full-time entitlement to 25 days (rising to 30 days over 5 years), plus Bank Holidays, plus 2 days extra leave over the Christmas/New Year period. Leave including Bank Holidays will be pro-rata according to hours worked.
Location:	Based in our Hove office (Hove Town Hall).
Line Manager:	Client Services Manager
Closing date:	19 th August 10 am
Interview date:	to be scheduled 24-26 th August

Applications to: jacquie.ballard@moneyadviceplus.org.uk

If you would like to find out more about this role, or what it's like working for Money Advice Plus, please email jacquie.ballard@moneyadviceplus.org.uk and one of the managers will arrange to have a chat with you.

Money Advice Plus

Money Advice Plus provides a range of debt, benefit and budgeting advice and casework to help tackle some of the causes and effects of poverty and help protect people from financial abuse. We have offices in Hove and Eastbourne and work both locally and nationally. We aim to make a difference to people's lives by helping them to manage

their money, achieve greater financial independence and decrease their anxieties about debt. We have a money management service where we offer practical help and can receive and distribute income on clients' behalf. Staff are trained and supported to promote a person-centred approach in supporting clients to take control of their lives and improve their money management skills.

We routinely deliver our service through one-to-one appointments from our offices, in different local outreach venues, by telephone, and occasionally via home visits, as needed. We also provide drop-in services at Foodbanks and other venues across the city.

The work is varied and interesting, and our team are very experienced in working with clients who often find it hard to engage with advice, so you will become agile in working in flexible and innovative ways to help us work with clients to find tailored and sustainable outcomes to meet their advice needs. We're a friendly and supportive team, and are committed to supporting you to do well in this role.

Please note this role requires a satisfactory Disclosure and Barring Service check (to be completed through Money Advice Plus on appointment).

More information about Money Advice Plus and our work can be found on our website www.moneyadviceplus.org.uk

Purpose of the job

We have a small team of Reception Workers who have a pivotal role within Money Advice Plus. They are the first point of contact for most people. The purpose of the job is to provide a welcoming, consistent and reliable reception service for all clients and callers to the office. You will contribute to the smooth running of the office by also carrying out a range of administration tasks and other support to the team.

Duties and Responsibilities

1. Reception duties

- Deal with calls to the general office telephone number, transferring calls to other workers, and taking messages as required
- See current clients who call into the office, taking details of queries to pass to their allocated workers if unavailable, and passing over cash according to our working agreement with them
- Respond to other callers to the Money Advice Plus offices as required
- Maintain clear and complete records of any transactions with clients, in particular records of cash transactions

- Maintain check on interview rooms to ensure they are kept in good order, are a welcoming environment, and that safety alarms are checked on a regular basis.
- Distribute incoming post and emails, post out, and documents sent to the office by staff who are working away from the office.
- Maintain a steady and tidy stock of stationery and associated items to enable smooth operation of office
- Carry out other tasks that to ensure the smooth running of the office, including photocopying and scanning.
- Provide occasional cover for the Visiting Workers (making cash delivery visits to clients in their homes) as required.
- You may be asked to provide admin support, including booking appointments and managing waiting lists, for some of our projects.

All members of staff are expected to:

1. Take care of your own health and safety at work and that of other employees and co-operate with Money Advice Plus in complying with statutory duties
2. Take an active part in regular team meetings and be involved in development of the service
3. Commit to being part of a team which can involve covering colleagues and participation in rotas as required
4. Contribute to the overall success of the organisation and promote the Service, its aims and objectives
5. Work with volunteers
6. Participate in staff development and training programmes including casework supervision (Advisers only) and performance management meetings
7. Any other duties required, which may be deemed to fall within the scope of the post

This job description is subject to review and may be changed to meet the developing needs of Money Advice Plus and those whom it seeks to support.

General:

The post holder will be expected to learn and adhere to all the Charity's policies and procedures, including Confidentiality, Equality & Diversity, Boundaries and Health & Safety.

The Charity is committed to providing equality of opportunity to clients, potential clients, employees, trustees, and any other stakeholders such as contractors and partner organisations. The postholder is expected to understand, promote and adhere to this. Core working hours are 9 am to 5 pm Monday to Friday, although staff may be asked to work flexible hours.

Person Specification

Experience	
Experience of having a client or customer-facing role, ideally in an advice, social care or similar setting	Desirable
Experience from either work or personal life of talking to people who are experiencing difficult circumstances or are under stress	Desirable
Skills	
Excellent telephone, written and oral communication skills	Essential
Strong literacy and numeracy skills	Essential
Be able to provide a friendly and professional welcome to callers by phone or in person	Essential
Ability to maintain clear and comprehensive records of conversations with clients	Essential
Comfortable using IT, spreadsheets and databases, and a commitment to undertake training to increase competency in these areas as needed	Essential
Ability to remain calm under pressure and to set priorities to handle workload effectively	Essential
Commitment	
To use initiative, patience and perseverance to help resolve problems	Essential
To work effectively with colleagues across a range of roles to provide a quality service for clients	Essential
To work effectively with the Reception team to ensure the efficient operation of the office	Essential
To undertake training as appropriate to the role	Essential
To adhere to the policies and procedures, and maintain the aims and ethos of the service	Essential

July 2022

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