

**SOUTH WALES FIRE AND RESCUE SERVICE**  
**JOB DESCRIPTION**

<b>Department</b>	Business Support / Corporate Support
<b>Post</b>	Receptionist
<b>Post No</b>	NU418
<b>Grade</b>	4
<b>Location</b>	Fire Service Headquarters
<b>Responsible to</b>	Administrative Supervisor
<b>Responsible for</b>	N/A
<b>Responsibility for Physical Resources</b>	N/A
<b>Responsibility for Financial Resources</b>	Nil

**This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.**

<b>MAIN PURPOSE OF THE POST</b>
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To provide an efficient and customer focused reception, switchboard and mail service, as well as providing administrative support within the Business Support Administration Team.
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**DUTIES AND RESPONSIBILITIES:**

The main duties of the post will be to provide general administrative support for Directorates across the organisation, to include some or all, but not exclusively the following:

Principal Duties

1. Provide switchboard services, answering, screening and forwarding incoming phone calls, giving equality to the Welsh and English Language.
2. Serve visitors by greeting, welcoming and directing them appropriately, maintain signing in book and issuing visitor badges.
3. Receiving, sorting and delivering mail twice a day.

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4. Generate user name and password using the Cisco system to enable visitors to access WiFi, maintain electronic system.
5. Provide general clerical support to the Administrative Team, including data entry and basic use of Microsoft applications.
6. Undertake photocopying, scanning, shredding and binding as required.
7. Maintain and interrogate databases to provide information in an accurate and timely manner, including room bookings, cancellations and updating external attendee list.
8. Check in advance meeting room bookings, arrange room set up and ICT requirements, provide refreshments and arrange buffets.

### **Secondary Duties**

9. To participate in inter-departmental, corporate meetings as directed and to liaise with other departments, public and other outside bodies and organisations as required or is necessary.
10. To provide general administrative support and assistance to other members of staff to assist them in meeting the needs of the Service.

### **General Duties**

11. To attend in-house and external training courses as required.
12. To undertake in addition to the above duties and responsibilities such additional duties as may result from time to time from changing circumstances but which will not change the general character or level of responsibility accorded to the post.
13. To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
14. To ensure awareness and compliance with any directorate, department or team plans that may be implemented from time to time and ensure awareness and compliance with any systems or procedures implemented within the department.
15. To discharge such other duties commensurate with the grade of the post as may from time to time be required by the Director or Head of Service or Supervisor.
16. To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of

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yourself and other persons who may be adversely affected by your acts/omissions.

17. Comply with Standing Orders, Financial Regulations, Organisational Policies and Procedures and any other instructions or procedures that may be published or issued from time to time

## **ORGANISATIONAL VALUES**

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient

