

# UNLOCKING POTENTIAL TRANSFORMING LIVES



## APPLICANT PACK

Thank you for your interest in the above role. Below, you will find the job description and person specification, outlining how the different criteria will be assessed throughout the recruitment process. You will also find information on the recruitment and selection process and key dates.

### Job Description

Job Purpose	
<p>This role is the first point of contact for SPSC customers. The post holder will be responsible for the provision of a professional front of house service, ensuring each customer's experience creates a positive impression of SPSC and meets their expectations. This will also include the administration of bookings, switchboard operations and ensuring the effective operation of the SPSC front of house.</p>	
<p>Shift Pattern – Alternate weeks Early Shift and Backshift</p>	
<p>Early Shift - Monday to Friday      07.00hrs to 15.24hrs</p>	
<p>Backshift – Monday to Thursday      14.00hrs to 22.30rs Friday      12.00hrs to 20.00hrs</p>	
Key Responsibilities	
1	To provide a front of house reception service, meeting and greeting customers (both SPS and partner agencies) and providing first point of contact.
2	To manage the main switchboard and key safe as per SPSC processes and ensure the reception area is secure and free from hazards.
3	To be part of the team responsible for booking and allocating training rooms, bedrooms, tracking and monitoring to ensure the maximum use of available space; recording usage and collecting data on a daily basis for reporting to the Facilities Manager on monthly basis.
4	To be part of the team checking that all training rooms are set up prior to the start of each event; confirming with customers/facilitators that room set, delegate numbers etc are requested in the booking form; confirming final numbers with Catering Manager prior to 10.00am
5	The post holder will be required to set up the training room, rearrange furniture as requested and ensure resources are in place and/or replenished as required when covering for annual leave for other members of the team.

### Person Specification & Assessment Information

Our selection approach is based upon the principle of merit which means that we will look to appoint the person who best meets the requirements of the role as outlined in the person specification. In determining the most meritorious candidate, applicants will be assessed against the published criteria during the selection process, as detailed below. The most meritorious candidate will be the one who best meets the essential criteria for the role. Performance against any published desirable criteria will only be considered where two or more candidates have performed equally against the essential criteria and there is a need to use the desirable criteria to identify the preferred candidate.

Criteria	Essential/Desirable?	When assessed?
<b>Qualifications</b>		
Minimum of five National 5 (or equivalent) qualifications, including English and Mathematics or relevant experience.	<b>ESSENTIAL</b>	Application
Relevant customer service qualification (min level SVQ 2) or evidence of further qualification/professional development in reception/hospitality or equivalent.	<b>DESIRABLE</b>	Interview
<b>Experience</b>		
Proven track record/experience in professional customer service role.	<b>ESSENTIAL</b>	Application/Interview
Experience in using Microsoft Office Packages.	<b>ESSENTIAL</b>	Application/Interview
Experience as a receptionist in a hotel/hospitality environment.	<b>DESIRABLE</b>	Interview
<b>Knowledge &amp; Skills</b>		
A good understanding of the key elements of professional customer service.	<b>ESSENTIAL</b>	Interview
Excellent interpersonal skills, with the ability to communicate effectively at all levels with both SPS staff and customers from partner organisations.	<b>ESSENTIAL</b>	Interview
Excellent organisational skills with the ability to plan and prioritise own workload and to work with minimal supervision.	<b>ESSENTIAL</b>	Interview
Experience in using Microsoft Word, Excel and associated software packages.	<b>ESSENTIAL</b>	Interview



## Selection Process Key Dates

<b>Vacancy Closes for Applications</b>	27 January 2021	<b>Time</b>	23:55
<b>Interview Date*</b>	10 February 2021		

\*please note interview dates are subject to change.

If you have any queries regarding the vacancy or have a disability which you feel may affect your performance at any stage in the recruitment and selection process, please contact **Angela Fletcher** by email at: **Angela.Fletcher@sps.pnn.gov.uk** or by telephone on: **0131 330 3836** to allow reasonable adjustments to be made to assist you.

