



Falkland Islands Government – Job Description

Job Title:	Receptionist		
Department:	Executive Management	Section:	Falkland Islands Government Office
Reports to:	PA/Office Manager		
Grade:	H1	Job Code:	TBC

Overall Purpose of the Role:

Based in the Falkland Islands Government London Office (FIGO), the Receptionist will provide a welcoming face and first class reception service at Falkland House, and administrative support to the FIGO team.

Main Accountabilities:

Reception

- Provide a full receptionist service. This includes meeting, greeting, assisting and advising all visitors to Falkland House; answering telephones and passing on messages; acting as first and last point of contact, and providing a customer focused help desk service to deal with all types of enquiry, whether in person or by telephone or email; and keeping visitor records as appropriate.
- Ensure all email/telephone and in person inquiries made to reception are responded to, and dealt with, in a courteous, efficient and timely manner and, where appropriate, directed to the appropriate team member.
- Work within established processes, policies, and procedures to maintain a safe, clean and secure reception area. Ensure that the area is welcoming and that the Islands are portrayed in the best possible light to the general public, to achieve promotion and a greater awareness of the Islands.

General Administration

- Maintain diaries and manage bookings for the conference rooms and FIGO flat. Take ownership of the conference rooms and the service this provides. Ensure bookings are properly recorded and monitored, refreshments stocked/ordered, rooms are kept tidy and prepared in advance of each meeting, with all the necessary equipment, materials and refreshments made available to users as required, and cleared away afterwards.
- Ensure that the FIGO flat is provisioned as and when necessary and checked before, and after, each occupancy.
- Ensure all outgoing mail, documents, deliveries, etc. are dispatched quickly and efficiently, ensuring postage costs are evaluated and the postal account is maintained to ensure adequate funds are available through the franking machine. Delivery service will include booking taxis and couriers when necessary to provide transport for goods and personnel and maintaining records.
- Take ownership of stock control of office stationery and supplies (incl. toners), monitor equipment with particular responsibility for the photocopier, franking machine and scales, and fax machine.



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Main Accountabilities continued:

- Provide assistance to the FIG Customs & Immigration Department's passport application service, in terms of arranging carriage of new passports to the Islands.
- Provide clerical support to the FIGO office and other back up assistance as required.
- Be responsible for the general security of the building during office hours.
- Provide administrative support to the Medical Coordinator and Travel Coordinator postholders, and provide occasional holiday cover for both roles.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Additional Information:

The postholder may see, witness or overhear confidential/sensitive information in the course of their duties and the confidentiality of personal and sensitive data must be respected and maintained at all times in line with GDPR and FIG's confidentiality requirements.

The Receptionist role may involve occasional work outside regular office hours.



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Person Specification:	Receptionist		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience:			
Good secretarial/administrative skills, organised approach and a good telephone manner are key, as is the ability to work unsupervised.	✓		A/I
Methodical, thorough approach with an eye for detail essential.	✓		A/I
Good knowledge of Microsoft Office computer programmes.	✓		A/I
Friendly, enthusiastic, sensible character able to operate within a small team; a trustworthy, people person.	✓		I/R
Excellent verbal and written communication skills.	✓		A/I
Organised, ability to multi-task and work under pressure.	✓		I
Pleasant manner when dealing with the public over the telephone and in person.	✓		I/R
Ability to prioritise.	✓		I/R
Ability to communicate with people at all levels.	✓		I/R
Personal Attributes:			
Warm, friendly, welcoming manner	✓		I/R
Ability to work independently, taking own initiative to achieve results	✓		I/R
A positive attitude	✓		I/R
Strong team player	✓		A/I/R
Excellent customer service skills	✓		A/R
Qualifications and Training:			
A minimum of two years relevant experience in a busy reception environment or customer services situation.	✓		A
Rounded general education to minimum of GCSE level, including English and Maths, with passes at Grade C or above (or equivalent).	✓		A
A customer service qualification		✓	A
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.			

Method of Assessment: A - Application Form I - Selection Interview R - Reference