

# JOB DESCRIPTION



## *Supporting a thriving parliamentary democracy*

<b>Job title:</b>	Customer Service Coordinator (receptionist)
<b>Campaign Type:</b>	Concurrent
<b>Payband:</b>	D1
<b>Pay range:</b>	£23,443 - £26,752 ( <i>Appointment will normally be made at the minimum of the pay range</i> )
<b>Allowances:</b>	Unsociable Hours Payments as and when required to work
<b>Team:</b>	In house Services
<b>Section:</b>	Service Delivery
<b>Reports to:</b>	Service Delivery Manager
<b>Number of posts:</b>	Various
<b>Hours:</b>	Full Time 36 Hours
<b>Contract type/ duration:</b>	Permanent
<b>Issue date:</b>	24 September 2019
<b>Closing date:</b>	On going

### **The House of Commons**

The House of Commons and the iconic Palace of Westminster are key elements of the UK's "Mother of all Parliaments". Around 2,500 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work.

It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

### **Team information**

The In-House Services team aims to deliver a comfortable, safe and efficient environment for Members, their staff and staff of the House to work in; as well as providing a welcoming and functional environment for all visitors to the House of Commons.

Service Delivery Teams provide customers with a range of services including reception, cleaning, Committee and meeting room facilities and a number of other services across the estate.

### **Job introduction**

To provide an excellent reception and accommodation service to Members of Parliament, their staff, staff of the House of Commons and visitors to the House.

## **Key stakeholder relationships**

Members and Members staff  
Events team  
Doorkeepers  
Police & Security Officers  
Departmental managers and staff  
Public, Government departments, Press Association  
Events organisers

## **Management responsibility**

None

## **Location**

This post will be located on the Parliamentary Estate, Westminster, London.

## **Security**

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years they are not eligible for vetting.

Please visit: <https://www.parliament.uk/documents/PSD-Security-Vetting-booklet.pdf> for further information.

## **Hours**

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour. The exact daily times of attendance will be agreed with line management.

Duties are rostered to ensure the service meets business needs and provides cover from 07.00 to 22.30 or Rise of House (RoH), whichever is later.

Staff receive an annual UHP payment for each evening (Monday to Thursday) they are contractually obliged to stay for work until an undefined finishing time. In addition to the UHP payment they will receive payment for the actual hours they work after 6:00pm. Payment can only be claimed if they have already completed an 8 hour day.

The House of Commons reserves the right to change your start and finish times.

## **For further information:**

Candidates should refer to the House of Commons careers website [www.careers-houseofcommons.org](http://www.careers-houseofcommons.org) or contact [Recruitment@parliament.uk](mailto:Recruitment@parliament.uk) or 020 7219 6011.

## **Application and selection process**

We will conduct a sift based on the criteria set out in the skills and experience section and

successful candidates will be invited to attend a competency based interview.

## Key responsibilities

- Welcome visitors to the House of Commons on behalf of Members etc. issue passes (where this is not carried out by Security staff) and to escort visitors as necessary.
- Respond to and resolve, a wide range of customer queries, by telephone, email, face-to-face or in writing. Contact will be with a wide range of customers including, Members of Parliament, members of the public, staff of the House and contacts from external organisations.
- In this role you will be expected to organise and maintain both electronic records including the documentation of lost property and unclaimed items.
- Dealing with customer request and requirements e.g. setting up routine IT requirements and other conference and meeting facilities in meeting and committee rooms.
- Report faults, book meetings rooms and explain procedures to customers using a range of IT systems and to record all relevant information on House Service systems.
- Maintain a thorough and up-to-date working knowledge of the House Services, procedures, guidance and legislation, which affects service areas.
- To act as an evacuation marshal and controller ensuring evacuation protocols are followed for all building occupants and to undertake departmental safety coordinator (First Aid response) duties for all building occupants.
- Responsible for undertaking both fixed duties such as reception work and reactive tasks across the whole Parliamentary Estate.
- Work together with multiple teams, contributing to decisions, and maintaining relationships by supporting others and putting the interests of the team first.

The House Service are proud of our organisational Values, which will deliver our strategy. We are looking for people who can bring these values to life:

**Inclusive:** We value everyone equally; We respect each other; We all have a voice

**Courageous:** We try new things; We own our actions and decisions; We learn from our mistakes

**Trusted:** We trust each other to do a good job; We are impartial; We build confidence in Parliament through our integrity

**Collaborative:** We share our knowledge and experience; We work towards a shared vision; We know we work better in a partnership

## Qualifications:

The following qualifications are required for this role:

### Desirable

Customer Service NVQ Level 2 or equivalent or willingness to attain qualification.

SKILLS AND EXPERIENCE	APPLICATION	TEST /	INTERVIEW
<b>Criteria 1</b> Excellent inter-personal skills. Ability to respond quickly and within agreed service levels and ensures customers are kept updated on progress and are satisfied with the service they have received.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Criteria 2</b> Able to organise, plans and prioritise your own time, completing tasks to agreed standards and timescales, with little or no supervision in line with service level agreement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Criteria 3</b> Ability to communicate clearly and effectively with a diverse range of customers at all levels. Maintaining a professional and courteous manner at all times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Criteria 4</b> Works effectively as a team member and actively help and support others.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Criteria 5</b> Proficiency in the use of MS Office applications, particularly Word, Excel and Outlook and of internal systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Desirable</b> Makes constructive suggestions to improve processes or work practices	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>