

## Job Description: Reception & Business Support Officer

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<b>Salary scale:</b>	£24,000 - £26,000 per annum, depending on experience
<b>Contract:</b>	Permanent
<b>Hours:</b>	Full-time (36 hrs per week)
<b>Annual leave:</b>	25 days per year + bank holidays
<b>Time off in lieu:</b>	Equivalent time off is given in lieu (TOIL) of any directed evening or weekend work.
<b>Pension:</b>	The post is pensionable, to which GRCC contributes 7.125%
<b>Location:</b>	The post is based at Community House, 15 College Green, Gloucester, GL1 2LZ, although the post holder may be required to travel to community events across the county.
<b>Responsible to:</b>	Chief Executive Officer (primary); Digital Equity Manager (secondary)
<b>Other information:</b>	
<b>CLOSING DATE:</b>	9a.m. on Friday, 18 July 2025
<b>INTERVIEW DATES:</b>	Wednesday, 23 July (afternoon) or Thursday, 24 July (morning) 2025

## Job Purpose

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- Act as the first point of contact for the organisation, responding to visitors and enquiries in a professional and welcoming manner.
- Ensure the smooth and efficient running of GRCC reception and ongoing maintenance of the building.
- Provide business support to the CEO and wider GRCC team.
- Manage GRCC social media platforms.

## Responsibilities

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### Reception / Business Support

- To offer high quality customer service to colleagues and visitors, maintaining a welcoming environment.
- To provide effective communication links (telephone, email, and messages) throughout the organisation
- To provide business support to the CEO and wider GRCC staff team.
- To use a variety of IT packages to ensure the effective running of the office, including Word, Outlook, Excel, Canva, internal databases, and diary management systems.

- To support effective and efficient facilities management ensuring best value for money, e.g., stationery and marketing materials, kitchen, photocopier and franking machine maintenance and fault reporting, organisation of waste disposal and recycling, fire alarm testing, and central First Aid ordering.
- To deal with incoming / outgoing post and deliveries.
- To be responsible for Health and Safety checks in the office.
- To promote and manage internal meeting room use and external bookings.
- To assist in the co-ordination and delivery of GRCC events and meetings.
- To assist with / coordinate the mailing of GRCC publications and other bulk mailouts.
- To attend meetings and produce notes / minutes when required.
- To arrange refreshments / lunches for internal meetings, including Board of Trustees and others as required.
- Undertake weekly fire alarm checks.
- Any other duties as required.

## Social Media and Marketing

- To manage GRCC's social media profiles and platforms, including Facebook, X, Instagram, LinkedIn, YouTube, to support the ongoing marketing and communications strategy.
- To create content which meets GRCC's standards and branding.
- To implement social media campaigns for projects and workstreams as required.
- To create and manage monthly promotions and campaigns with GRCC's Digital Content Officer.
- To review content on a regular basis.
- To develop and deliver social media optimisation (SMO).
- To stay up to date with social media trends and best practice.
- To provide data and reports for the quarterly meetings of the Board of Trustees.

## Person Specification: Reception & Business Support Officer

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### Qualifications and experience

#### Essential:

- A recognised qualification in Maths and English (GCSE A-E or equivalent)

#### Desirable:

- A qualification in Computer Studies (NVQ11 in IT / ECDL)
- Previous experience of working with the general public in a customer-focused environment
- Previous experience of dealing with sensitive and challenging situations
- Use of Canva
- First Aid
- Health and Safety

### Knowledge and Skills

- A sound knowledge of reception / office procedures and practices
- Able to work as part of a team in a busy environment
- Excellent communication skills and a professional telephone manner
- Strong project management / organisational skills
- Knowledge and understanding of social media platforms and user profiles
- Ability to communicate information and ideas effectively in written and verbal format
- Good technical understanding

### Personal qualities

- Excellent interpersonal and organisational skills
- Friendly, professional, and calm
- Able to work independently and as part of a team
- Able to manage workload / prioritise and work well under pressure
- Able to use initiative / problem solver
- Accurate, methodical, and adaptable
- Able to maintain confidentiality
- Smart appearance
- Punctual
- Active listener
- Respectful of people of all background and culture

### Other

- Clean, full driving licence
- Ability to work flexible hours / attend evening and weekend meetings when necessary
- Ability to travel countywide when required