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| **Support Services – Job Description** |
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| 1. **Job Identification** |
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| **Job Title: Facilities Admin ( Hub Receptionist )**  Site Facilities Department- Support Services Assistant |
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| **Responsible to:** Site Facilities Department - Facilities Officer |
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| **Department:** Site Facilities |
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| **Directorate:** Facilities - Partnerships |
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| **2. Job Purpose** |
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| To be a member of a Support Services Team delivering high quality, customer focused services including reprographics and Record Handling System, Porter Messenger and Gartnavel Royal Site Mailroom |
| **3. Role of Department** |
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| **Gartnavel Royal Site Facilities Department operates within the Facilities Directorate - Partnerships Sector ­ South & West.**  On the Gartnavel Royal Site the range of services delivered across Mental Health Services Inpatient Wards & Departments and to the retained Site Estates includes: Integrated Services - Core Cleaning, Catering related - Patient Food Service, Patient Personal Clothing - Laundry and House-keeping Service and 24 hour Porter/Driver/Messenger/ Security presence, GRH Hub Cafe and Administration Building Vending Room, GRH Reception, Grounds Maintenance, Fire safety, Mailroom and Support Services to Corporate HQ |
| **4. Organisational Position** |
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| See organizational chart |
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| **5. Scope and Range** |
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| The Site Facilities Department Support Service Assistant's function is to achieve delivery of a quality service for:- |
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| * + Reception Services   + Office Services   + Mailroom Services |
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| The post holder is key to the delivery of flexible, customer focused services across the Support Services task range and interfacing with key representatives from NHSGGC Board, HQ Directors Group, Board Administration, Departmental Representatives, GRH Site Departments, Mental Health Inpatient Services, Glasgow City CHP North West Sector and Primary Care Services. |
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| **6. Main Tasks, Duties and Responsibilities** |
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| **Reception Duties** |
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| * Opening and closing of Reception Front Doors * General Reception Duties * Deal with enquires from Staff/Visitors presenting at Reception * Deal/direct telephone calls to appropriate Department * Maintain Visitor/Fire Log * Take deliveries for Corporate HQ Departments * Maintain computerised Meeting Room Booking Requests * Maintain computerised Beverage Function Booking Requests and Catering Downloads * Maintain Pool Car Allocation Log * Report Building Faults via FM First |
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| Office Services *I* Porter Messenger Duties |
| Board’s Record Handling System   * Respond to departmental requests to store files * Transport files/file boxes to and from Record Handling Store * Respond to requests for files/file boxes to be reissued to depositor and then returned to system * Carry out Quarterly File Destruction as directed * Transport Archived records/files to Board Archivist at Mitchell Library   Reprographic Services   * Respond to Departmental Requests for Photocopying * Carry out all authorised Print Requests * Photocopiers/Fax Machines - replenish paper, toner and staples as required * Building Security - carry out "end of the day" Building Security Checks * Ensure meeting rooms are set up as requested * Respond to furniture movement requests * Ensure stores are delivered as directed * Ensure adequate supplies of plastic cups and water at work stations |
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| **6. Main Tasks, Duties and Responsibilities (Cont)** |
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| Mailroom Services |
| * Carry out Mail Distribution & Collection to pre-determined pick up/drop off points within Corporate HQ * Sort all mail both internal and external * Frank outgoing mail * Adhere to returned mail process * Ensure compliance with recorded delivery/redirected mail services * Respond to request for mail collection out with designated pick up points |
| Other |
| * Act as part of Corporate HQ Fire Response |
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| **7a. Equipment and Machinery** |
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| I.T. - Desktop Computers, Lap Tops, Projectors, Printers, Photocopiers, Franking Machine, Fax Machine, Laminator, Telephones, Video Conferencing Equipment. Mailroom Equipment |
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| **7b. Systems** |
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| Microsoft Office Suite including Word, Excel, Access, Outlook  Electronic Room Booking System  Pecos Stores ordering system  Building Fire Alarm Panel and Zone Charts  Hearing Loop Induction |
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| **8. Decisions and Judgements** |
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| The frequency and nature of supervision for this post is such that there is always someone on hand to provide guidance or is available by telephone |
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| **9. Communications and Relationships** |
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| The post holder will be required to develop and maintain effective communication links and positive working relationships with the following individuals and groups:  Representatives from HSGGC Board, Visitors to Board HQ, Board Administration, Corporate HQ departmental representatives and HQ Directors Group,  GRH site departments, Mental Health Inpatient Services, Glasgow City CHP North West Sector, Primary Care Services Operational Estates, Domestic Services Team, Citywide porter/driver service team, Grounds Maintenance Supervisor Procurement Department, External suppliers and External Delivery staff |
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| **10. Physical, Mental, Emotional, and Environmental Demands of the Job** |
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| **Physical Demands**   * + Required to use keyboard/VDU for prolonged period   + Elements of bending and lifting in carrying out tasks i.e. bulk Photocopying, Record Handling, Mail Services  Mental Demands  * + Post can require a high degree of mental concentration   + The Postholder requires to operate under pressure of timescales  Emotional Demands  * + May receive verbal abuse/complaints from Service Users   + The Postholder requires to exercise tact in dealing with all manner of people  Working Conditions  * + Generally within a standard office environment,   + Travel between buildings is required |
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| **11. Most Challenging/Difficult Parts of the Job** |
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| * Ensuring compliance to work schedules and carrying out tasks within agreed timescales |
| * Ensuring that standard of service provided meets the expectations of users/visitors * Being able to respond to ad-hoc requests * Working on a Mental Health Services Site/Environment * Dealing with other staff groups and their expectations |
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| **12. Knowledge, Training and Experience Required to do the Job** |
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| * Knowledge of all Site Facility Departmental Systems and able to demonstrate experience of working in a similar role within a similar discipline * Knowledge of Manual Handling principles (training provided) * Elementary Food Hygiene Certificate (training provided) * Training in the use of all equipment used (training provided) * Knowledge of Health and Safety (training provided) |
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| |  |  | | --- | --- | | **12. JOB DESCRIPTION AGREEMENT**  A separate job description will need to be signed off by each jobholder to whom the job description applies.  **Job Holder’s Signature:**  **Head of Department Signature:** | **Date:**  **Date:** | |
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