

# Role Profile



## Job Details

<b>Job Title:</b>	Receptionist	<b>Service Area:</b>	Corporate Services
<b>Based:</b>	1 Northinch Court G14 0UG	<b>Report to:</b>	Corporate Services Manager
<b>EVH Grade:</b>	Grade 4 points PA9 to PA12	<b>Date Completed:</b>	July 2025

## Job Summary:

To assist with the delivery of an effective customer focused shared reception and telephone service for Whiteinch & Scotstoun Housing Association and its subsidiary companies.

To carrying out administrative and reception related duties to ensure the smooth running of the organisations.

To be part of a team ensuring that there is a culture of continuous improvement and a commitment to efficiency and effectiveness in all aspects of work.

## Behaviours and Competences:

### Our Organisational Behaviours and Competencies:

- Integrity and Trust
- Quality
- Sustainability
- Transparency

Respect and Trust	Communicating Effectively
<ul style="list-style-type: none"> <li>• Cares about customers and colleagues</li> <li>• Builds and develops trust; being approachable, patient, helpful and supportive</li> <li>• Demonstrates an understanding of customer needs and expectations</li> <li>• Acknowledges and respects different backgrounds, perspectives and beliefs</li> <li>• Treats people with fairness, honesty and dignity</li> </ul>	<ul style="list-style-type: none"> <li>• Communicates clearly and openly with others by being clear, concise and factual</li> <li>• Listens empathetically to people</li> <li>• Shares relevant information in a timely manner</li> <li>• Is open to and actively seeks feedback and listens and responds accordingly</li> <li>• Is confident to speak up and share their views with others</li> </ul>
Being Professional	Team Working
<ul style="list-style-type: none"> <li>• Delivering quality services, tailored to meet the needs of our customers</li> <li>• Takes ownership for their behaviour, performance and quality of work</li> <li>• Uses time and resources wisely</li> <li>• Ensures Value for Money</li> <li>• Seeks better solutions for our customers by going the "extra mile"</li> <li>• Has a flexible and adaptive approach to resolving challenges</li> <li>• Anticipates and manages risk associated with decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Asks for help when needed and provides support to others</li> <li>• Looks for opportunities to work collaboratively and build relationships across all teams and all levels to develop better solutions</li> <li>• Generates and seeks out ideas from others to specific challenges</li> <li>• Understands how behaviours can be interpreted and considers the impact on others</li> </ul>

**Person Specification:**

The essential/desirable criteria for this post are detailed below:

	Essential	Desirable	Evidence
<b>Education and Qualifications</b>	<ul style="list-style-type: none"><li>• Standard Grade, or equivalent, in English</li></ul>		<ul style="list-style-type: none"><li>• Application Form</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Can demonstrate customer services experience including both telephone and face to face contact.</li><li>• Experience of working in a busy reception environment with a variety of visitors, preferably in housing or a similar area of work</li></ul>	<ul style="list-style-type: none"><li>• Can evidence having operated a computer-based telephone system</li></ul>	<ul style="list-style-type: none"><li>• Application Form</li><li>• Interview</li></ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"><li>• Competent user of Microsoft Excel, Word and Outlook</li></ul>	<ul style="list-style-type: none"><li>• Has worked with the 3CX telephone system.</li><li>• Can evidence responsibility for incoming and outgoing mail procedures and the use of a franking machine.</li><li>• Working knowledge of data management systems</li></ul>	<ul style="list-style-type: none"><li>• Application Form</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Good written and verbal communication and interpersonal skills</li><li>• Customer centred approach, flexible, confident, and assertive manner</li><li>• Commitment to team working &amp; ability to work positively within small team</li><li>• Ability to manage a varied workload</li><li>• Ability to build good working relationships with customers</li></ul>		<ul style="list-style-type: none"><li>• Interview</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Pleasant, friendly manner and smart appearance</li></ul>		<ul style="list-style-type: none"><li>• Interview</li></ul>

A Disclosure Scotland check at Basic level will be required for this post.  
This post is office based.

Job Outputs	
Role output:	Includes the requirement to:
Whiteinch & Scotstoun Housing Association	<ul style="list-style-type: none"> <li>To ensure that the reception area is a tidy and welcoming space with a range of up to date, appropriate information displayed.</li> <li>To ensure all visitors to reception are dealt with timeously, assisting with queries and/or passing enquiries to the appropriate staff where necessary and noting the nature of the visit, signposting to the appropriate area.</li> <li>To ensure all telephone calls (WSHA, TWC &amp; subsidiaries) are handled effectively using the telephone software minimising caller waiting times, passing enquiries to the appropriate staff where necessary, along with the reason for the call.</li> <li>To promote the services and projects facilitated by WSHA and subsidiary companies to visitors.</li> <li>To assist the CSA's where required as directed by Corporate Services.</li> </ul>
The Whiteinch Centre	<ul style="list-style-type: none"> <li>To handle and process enquiries relating to short term and ad-hoc bookings.</li> <li>To maintain and update registers and databases including assisting with the community shop membership administration.</li> <li>To assist with day to day operational and project delivery enquiries as required.</li> <li>To manage administrative tasks including management of appointment calendars and availability of the overall facility, hall and meeting rooms.</li> <li>To assist with receiving, sorting and tracking incoming payments, handling cash &amp; card payments as required using the Square system.</li> <li>To co-ordinate maintenance and distribution of marketing materials including keeping TWC's activity brochure up to date, liaising with WSHA's Communities team &amp; WSES for distribution and dissemination.</li> <li>To liaise with suppliers of equipment and stationery.</li> <li>To manage, maintain and store registers &amp; evaluations to support the gathering of data for the Social Value Calculator.</li> <li>To issue SIM cards and administration of data bank.</li> <li>To monitor and manage TWC's Reception inbox.</li> <li>To issue volunteer and booking forms.</li> <li>Reporting repairs relating to TWC internally and externally as required</li> </ul>
General	<ul style="list-style-type: none"> <li>To ensure visitors are signed in and out.</li> <li>To assist with incoming mail, ensuring it is opened out of sight of visitors, is accurately date stamped and deposited in the appropriate areas for collection.</li> <li>To assist with outgoing mail, ensuring all outgoing mail is franked correctly and recorded in the mail spreadsheet.</li> <li>To carry out general administrative tasks as required.</li> <li>To carry out other duties commensurate with grade &amp; experience.</li> </ul>
Interdependencies:	
<ul style="list-style-type: none"> <li>WSHA staff</li> <li>TWC staff &amp; volunteers</li> <li>WSPM staff</li> <li>WSES staff</li> <li>Tenants, Customers &amp; Contractors</li> </ul>	

