

## Job Description

**Post Title:** LAES Receptionist/Information Officer

**Reporting To:** Local Area Employment Service Manager

### **Context of the Role:**

Wexford Local Development is a non-governmental organisation working to support the development of thriving, resilient communities where people feel connected, are valued and have equal opportunity to reach their full potential.

LAES is one of a number of national programmes delivered at a local level by WLD on behalf of the Government in order to create opportunities that promote equality and inclusion and improve the quality of life for people and communities. This work is informed by our core values of respect, equality, leadership, inclusion and integrity.

### **Key Responsibilities:**

1. To provide and maintain a professional, efficient and courteous front-line service to WLD clients, local employers and visitors and to ensure that the highest standards of integrity and confidentiality are maintained at all times.
2. To provide the initial contact with jobseeking clients in advance of one-to-one meetings with LAES Employment Guidance Officers.
3. To research and provide accurate information to jobseeking clients and to liaise between the client, DSP (Department of Social Protection) and LAES Employment Guidance Officers in scheduling appointments.
4. To create a public image that promotes WLD and the LAES and contributes to WLD's quality management system.
5. To contribute to the delivery of the goals and objectives of the LAES team and towards the achievement of the overall objectives of WLD.
6. To effectively manage one's own time and resources to ensure that work is completed efficiently and effectively to achieve the desired outcomes. To meet agreed targets and deadlines and company commitments and adhere to company policies and procedures.

### **Main Duties:**

- To greet and welcome clients and visitors in a friendly and professional manner, promoting a positive environment.
- To efficiently and confidentially operate DSP and WLD caseload management systems, scheduling and recording appointments and sending written communications to clients.
- To strictly adhere to data protection laws and policies.
- To prepare professional CVs, cover letters, information packs, electronic newsletters and a virtual jobs board for clients.
- To identify and communicate with local employers in relation to job opportunities for clients and recording these interactions on WLD's database of employers.
- To establish and maintain all LAES manual and electronic filing systems to prescribed standards.

- To carry out the day-to-day administration of reception including answering telephones, emails, the distribution of post, recording appointments and providing administrative support.
- To ensure that the highest standards of integrity and confidentiality are maintained at all times with clients.
- To identify each LAES client and employer query and deal directly with the query to minimise the amount of call backs per Employment Guidance Officer.
- To keep up to date with developments in the labour market, including new programmes, employment incentives, and employers in the region.
- To source information for jobseekers and Employment Guidance Officers and ensure that all information given is accurate and up to date.
- To facilitate as the link between all WLD programmes and LAES in the office.
- To monitor and ensure that the reception area is clean, tidy and looks professional.
- To ensure that reception notice boards, jobs board and information stands contain relevant, accurate and up to date information for clients.
- Ensure the office is secure/alarmed outside of opening hours.
- To assist in the compilation of reports.
- To provide reception cover at other WLD offices, where possible, when required.
- To ensure that the WLD office and training facilities are open, presentable and accessible at the designated times, ensuring adequate availability of kitchen and office supplies.
- To record, maintain and reconcile the petty cash and postage system to the required standards.
- To be aware of, adhere to and implement WLD's Health & Safety Management System.
- Undertake other duties and responsibilities as may be assigned in agreement with the LAES Manager where such requests are reasonable.

**Key Competencies required for this position:**

1. Communication and Interpersonal Skills – excellent active listening skills, strong verbal and written communication skills, accurate recording and timely reporting.
2. Management of Work – ability to adhere to agreed actions, respond positively to instructions and procedures, maintain high standards and deliver results on time.
3. IT Skills – Highly proficient in using Microsoft office and able to quickly adapt to using new platforms and CRM systems.
4. Knowledge and understanding of the role and unemployment issues.
5. Team player – a strong team player with a positive, enthusiastic, flexible and professional approach to work.
6. Customer Service – Listens and responds effectively to customer questions; resolves customer problems to customer's satisfaction; respects all internal and external customers; commits to exceeding customer expectations.