

JOB DESCRIPTION

Job Title	Receptionist
Reports to	Facilities Manager
Job Purpose	<ul style="list-style-type: none"> • Manage reception desk, meet and greet guests • To provide general administrative support to Head Office

Key Responsibilities:

Area	Objective	Measure/Target
Reception/Meeting rooms	To cover reception desk, meet and greet guests and direct them as appropriate	<ul style="list-style-type: none"> • Feedback demonstrates a professional attitude at all times
	To act as a main point of contact for all Head Office based staff and any external guests and help with any queries or information, they may need	<ul style="list-style-type: none"> • Feedback from staff and contractors demonstrates a 'can do' attitude and a helpful approach
	Covers main switchboard number and directs calls, takes messages and forwards on	<ul style="list-style-type: none"> • Exceptional customer service demonstrated • Messages are forwarded in a timely manner • Calls answered within the first three rings
	Setting up of meeting rooms in preparation for meetings e.g.: Drinks, catering, video conferencing, training etc, As required.	<ul style="list-style-type: none"> • Rooms are appropriately set up prior to start of meeting and re-set up once the meeting has ended
	Order catering services for meetings and training sessions and provide refreshments for meetings	<ul style="list-style-type: none"> • Manage and prepare orders in a timely manner
	Maintaining a tidy reception area and upkeep of meeting rooms and ensuring catering stocks and stationery for Head Office are replenished. As required	<ul style="list-style-type: none"> • Complete tasks in a timely manner • Adequate catering and stationery stock is always available
Administration	Provide general administration support as directed by the Facilities Manager	<ul style="list-style-type: none"> • Tasks are completed in a helpful and timely manner
		<ul style="list-style-type: none"> • The e-mail inbox is reviewed at least on a twice daily basis (morning and afternoon) and e-mails are responded to or re-directed to the appropriate person within the company.
	Sort and deliver incoming post, sign for any deliveries.	<ul style="list-style-type: none"> • Post is managed on a daily basis • Post is sorted and distributed as soon as it arrives
	Collect milk/office consumables and other delivery items	<ul style="list-style-type: none"> • Manage and deliver in a timely manner

Area	Objective	Measure/Target
	Order couriers and special deliveries	<ul style="list-style-type: none"> Couriers and special deliveries are managed on a daily basis
Facilities	Logging of building maintenance requests and arranging repairs etc. in absence of Facilities Manager and a	<ul style="list-style-type: none"> Call outs are managed effectively and efficiently Information is sent to relevant staff as soon as issue is raised Staff are kept up to date with progress of ongoing issues
	Communicate building issues to Head Office staff in the absence of Facilities Manager.	
	Manage daily cleaning issues with supplier	<ul style="list-style-type: none"> Cleaner communication book is kept up to date when an issue occurs Communication book is checked each morning
	Maintain personal health and safety whilst at work by following company guidance.	<ul style="list-style-type: none"> No accidents/incidents reported
	Attend health and safety training as needed and maintain the minimum level of qualification the position requires.	<ul style="list-style-type: none"> Qualifications are relevant and always up to date
Maintain continuous professional development to ensure appropriate technical awareness.	<ul style="list-style-type: none"> Professional knowledge is up to date 	

This job description is not intended to be exhaustive and other duties may be required from time to time.

Essential Experience, Skills and Qualifications:

Experience	Skills and Qualifications
<ul style="list-style-type: none"> Previous experience of working on a reception desk. Experience of using a switchboard system. Some office administration experience. 	<ul style="list-style-type: none"> Excellent verbal and written communication skills with a helpful, polite and professional manner IT literate and able to use all Microsoft Office packages (Outlook, Word, Excel, PowerPoint) Uses initiative to resolve issues Excellent organisational skills Able to prioritise workloads in a constantly changing environment

Personal Qualities

<ul style="list-style-type: none"> Attention to detail. Motivated and committed to deliver to a high standard Comfortable working both individually and as part of a team Patient and remains calm in difficult situations Has a 'can do' attitude
