

**Job Description**

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| **Job Title:** | Receptionist - Full Time |
| **Department:** | Administration |
| **Team** | Corporate Services |
| **Classification:** | Admin |
| **Salary:** | £17,000 - £20,000 |  |  |
| **Reports to:**  | Office & Facilities Manager | **Classification of Line Manager:** | Manager |
| **Number of Direct Reports:**0 | **Job titles & Classification of Direct Reports:**0 |
| **Job Purpose:*** To provide an efficient and professional welcome to visitors to the Growth Company and Partners located at Baskerville House
* To provide general administrative support service to the Corporate Services team.
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| **Main responsibilities and key activities:** * To provide a polite, friendly and efficient welcome to visitors to the Growth Company & Partners based at Baskerville House.
* To answer all calls to the main number, screening and referring to relevant third parties or taking messages when appropriate
* To maintain the clean and tidy appearance of the reception & meeting rooms at all times.
* To oversee the booking of all meeting rooms using the Outlook booking system and ensuring rooms are laid out as required.
* To order catering for meetings when applicable, following company procedures and obtaining purchase order numbers in advance
* To maintain the office beverages machines (x3), ensuring they are cleaned & well stocked on a daily basis.
* To book travel and accommodation for the growth company staff when required, following the relevant policies and procedures
* To work with the Office & Facilities Manager to maintain stocks of stationery and general office consumables, placing orders via company accounts when required
* To process incoming mail, opening, stamping and processing as appropriate.
* To arrange courier collections and deliveries as required.
* To assist the Office & Facilities Manager with the administration of the time management system.
* To provide general administrative support across the company as directed by the Corporate Services Team.
* Demonstrate flexibility in all areas and undertake any other duties deemed commensurate with the role
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| **Key Skills and Competency Requirements:** Essential:* First class interpersonal and customer care skills - willing to go the “extra mile”
* Excellent spoken and written competency in the English language
* Proven work experience in a professional client-facing environment
* Ability to multi-task and prioritise
* Excellent MS Office skills
* Good literacy and numeracy skills
* Clear speaking voice
* Confident
* Polite
* Professional, smart appearance

Desirable: * At least 2 years’ experience in a similar role
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| **Prepared by:** |
| **Name** | **Job title** | **Date** |
| Karen Morbey | Office & Facilities Manager | 19/07/2018 |
| **Approved by:** |
| **Name** | **Job title** | **Date** |
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