**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. | | | | |
| **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 | | | | |
| **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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