

Role Description Form

Job Title: Receptionist

Job Holder(s):

Sub Department: NA

Department: Property

Responsible to (title and name): Centre Manager
(Daily Supervision by Administrator)

Responsible for (title and numbers): NA

Job Purpose: To provide a high calibre, efficient and proactive reception and administrative support service to internal and external clients/staff. To provide an efficient and friendly front of house enquiry desk.

Principal Accountabilities	%
This section contains the same information as the 'Duties and Responsibilities' of the Job Description	
<p>1. Provide an all-embracing reception service</p> <ul style="list-style-type: none"> ▪ Opening/closing down reception area at the start/end of each day. ▪ Welcoming all visitors, tenants and staff to site. ▪ Dealing with general problem and escalating/reporting where required for speedy resolution. ▪ Answers switchboard and routes calls appropriately. ▪ Reports unit and telephone faults for all tenants. ▪ Keeps tenants lists up to date, circulates as appropriate. ▪ Maintains Reception to ensure tidy and professional at all times, including notice boards. ▪ Assists tenants with queries; resolves or forwards complaints. ▪ Covers Reception at other sites as and when required. ▪ Scans and circulates relevant news items on tenant businesses / UWSP activities. ▪ Issues access passes to staff and contractors subject to required verification of paperwork. ▪ Issues car parking passes for authorised uses. 	65%
<p>2. Taking and forwarding messages for tenants companies and UWSP staff</p> <ul style="list-style-type: none"> ▪ Progresses all calls for Virtual Tenants, leaving messages in their pigeon-holes for collection, calling or e-mailing them. ▪ Takes messages for on-site tenants in their absence and emails details to them accordingly. 	5%
<p>3. Meeting room bookings and servicing</p> <ul style="list-style-type: none"> ▪ Takes bookings for conference rooms and equipment. ▪ Ensures meeting rooms are set out to client's requirements. ▪ Ensures meeting rooms are kept tidy at all times. 	10%
<p>4. Dealing with incoming and outgoing mail, franking</p> <ul style="list-style-type: none"> ▪ Receives and sorts all incoming mail 	5%

Date completed	
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<ul style="list-style-type: none"> ▪ Deals with incorrectly addressed incoming packages, forwarding as appropriate. ▪ Franks outgoing mail, including recorded deliveries and special deliveries. ▪ Arranges courier parcels for tenants and staff. 	
<p>5. Providing business services to tenants/staff generating business services income</p> <ul style="list-style-type: none"> ▪ Operates office equipment, photo-copier, binder, fax. ▪ Assists / provides support to tenants (i.e. clearing mis-feeds on the photocopier, adds toner and paper). ▪ Keeps records of all work done on behalf of tenants for monthly re-charges. ▪ Promotes use of business services to tenants, keeping abreast of events and news around business service support. ▪ Updating plasma screen daily in reception. 	10%
<p>6. Alarm checks, site First Aid, providing assistance to the Administrator and additional duties</p> <ul style="list-style-type: none"> ▪ Carries out weekly Fire Alarm tests. ▪ Attends Fire Marshall and First Aid courses; is a designated site First Aider. ▪ Deputises for Administrator with regards to basic month-end accounting procedures. ▪ Provides general administration assistance to other departments as and when required, including but not limited to filing, scanning files, checking emails and checking alarm systems in all buildings. 	5%
Knowledge, Skills and Experience	
This section contains the same information as the Person Specification	
Qualifications	General education to GCSE standard or equivalent.
Professional Qualifications	NA
Previous Experience	<ul style="list-style-type: none"> ▪ Relevant and previous experience in a customer service facing position.
Knowledge and Skills	<ul style="list-style-type: none"> ▪ Excellent communications skills, both written and verbally ▪ Good use of Microsoft Office applications, including Outlook, Word, Excel and PowerPoint is desirable. ▪ Strong interpersonal skills, including the ability to build a wide range of relationships and deal with colleague's professional manner. ▪ Ability to work on own initiative and as part of a team.
Other Information	
Dimensions	
Financial	<ul style="list-style-type: none"> ▪ Ensuring the correct values of postage at all times.
Operational	<ul style="list-style-type: none"> ▪ May be required to lock the site in the evenings, ensuring it is secure in the absence of the Centre Manager and/or Administrator.
Staffing – Supervision Given	NA

Date completed	
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Staffing – Supervision Received	The role holder reports to the Centre Manager, with daily supervision by the site Administrator.	
Planning and Organising		
What is the furthest ahead the job has to plan?		
Daily		Weekly
	Monthly	x Quarterly
		Annually
		Longer
Which Principal Accountability does this relate to?	Providing Business Services (see section 5)	
Please provide an example of the work the post plans in advance (using the longest timescale).		
Gathering financial data for administrator to carry out month end invoices for business services. Keeping daily records of additional business services used by tenants for month end invoices.		
Communication		
The role holder is the first point of contact for the Centre, dealing with all visitors, tenants, staff and contractors.		
The role holder is required to promote/up-sell business services to tenants to generate additional income.		
Decision Making		
Typical Decision	The role holder decides how to deal with tenants' and callers' enquiries or complaints, resolving these where possible or referring them to the appropriate person. The role holder is a designated First Aider for the site and has responsibility for dealing with accidents	
Most Complex Decision	Prioritising visitor, tenant's enquiries and phone calls. Allowing contractor access to site and to possible secure areas	
Supplementary information	Left solely in charge of Reception and will be expected to work alone for periods of time. Must have own transport as role is required to cover other sites on occasions with appropriate insurance.	
Special circumstances		

Signatures:

Signed

Printed

Head of Department

Line Manager

Job holder/s

Date completed