

### **Role Description Form**

Job Title:	Tenant Services Receptionist
Job Holder(s):	
Sub Department:	N/A
Department:	
Responsible to (title and name):	Building and Facilities Manager
Responsible for (title and numbers):	N/A
Job Purpose:	To provide an efficient and comprehensive reception, and tenant support services for UWSP Ltd. To support the Building & Facilities Manager in the delivery of effective and relevant operational procedures.

Principal Accountabilities 9		%
This section conta	ins the same information as the 'Duties and Responsibilities' of the Job Description	
<ul> <li>Suppo proble Office</li> <li>Ensure rota sy</li> <li>Deal w notifyi issues</li> <li>Train t requir</li> <li>Maint appro</li> <li>Be res visitor</li> <li>Meeti O</li> </ul>	he receptionist on admin tasks so that they may cover other duties when	45%

 Date completed
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		0	Frank outgoing mail including recorded and special deliveries.	
	•	<b>Switch</b> 0 0 0 0	<ul> <li>board/Telephone Technical Support &amp; IT Liaison</li> <li>Be responsible for the efficient operation of the site switchboard.</li> <li>Be responsible for co-ordinating customer telephone requirements with IT provider.</li> <li>Ensure that all telephone data is captured and databases are up-to-date at all times so that correct invoicing can be carried out at the end of each month.</li> <li>Liaise with IT provider to ensure that any telephone faults are rectified in a timely and efficient manner.</li> </ul>	
2.	Ten • • • •	Ensure occupa Obtain Centre Notify Welcor promo Update pack, c distribu Throug within potent Carry o Assist t Attend Mainta Facilitie Circula throug Order a Perforr	vices & General Admin. that, prior to new companies moving into the Science Park the unit is ready for tion, keys have been allocated and telephones have been installed. relevant information/logo and organise signage for new tenants at the Venture Coventry City Council, Severn Trent and any other utility companies of change of ers at the Venture Centre. Take final meter readings where necessary. me and provide full induction to new tenants, issue tenants welcome pack and te business services offered. a internal company information such as tenant's directory, tenants welcome ontact details, emergency key-holders list, fire marshals list and subsequent ution to relevant parties. th daily interaction with tenants, keep abreast/informed of the tenants business the Centre and report to Centre Manager any news relevant to the tenancy for ial growth space requirements within the building. but weekly fire alarm tests and twice yearly fire evacuations. the Facilities & Compliance Officer fire marshal, first aid and health and safety courses. in and update accident book and follow up with any action needed with the es & Compliance Officer and/or Building & Facilities Manager. te relevant news items on tenant business/UWSP activities via email and h reception presentation screens. and maintain stocks for meeting rooms and reception area. n ad-hoc duties from time-to-time as requested by Compliance. pared to cover at other sites as may be required from time-to-time.	35%
3.	Cor •	Provide ensurir Update	I leases/licences e administrative support for new and renewing leases and licences, at all times ng administrative processes comply with FP20 e and maintain tenancy schedules for all commercial property managed by the e Park. Ensure correct information is shown for the raising of monthly rent	15%

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5%

invoices and direct debit collections; copy schedule to Management Accountant and Centre Managers.
Maintain weekly logs for Heads of Terms, leases/licence, FP20's sent to University, approval of lease/licence returned, log notification to solicitor. Centre Managers and

 Maintain weekly logs for heads of refins, leases/licence, P20's sent to University, approval of lease/licence returned, log notification to solicitor, Centre Managers and The Universities Group Finance Director.

#### 4. Financial

- Ensure records of all business services are accurately recorded.
- Enter all accounts relating to Business Services onto SAP accounting system at the end of each month for each tenant (including Virtual Tenants), ensuring that all data gathered is correct. Produce invoices for all business services.
- Raise purchase orders as required.

#### Knowledge, Skills and Experience

This section contains the same information as the Person Specification	
Qualifications	Maths and English at NVQ4 / GCSEs at C or equivalent qualifications
Professional	European Computer Driving Licence desirable.
Qualifications	
Previous Experience	<ul> <li>Relevant and previous experience of working in a busy reception/administration/accounting/customer services office.</li> <li>Supervisory experience desirable.</li> </ul>
Knowledge and Skills	<ul> <li>Good working knowledge of setting up and maintaining spreadsheets and databases is essential, preferably with Microsoft Office and particularly Excel.</li> <li>Accurate data entry skills.</li> <li>Excellent personal communications skills, courteous and well spoken, accurate message taking, clarity on phone.</li> <li>Good organisation and prioritisation skills, and the ability to multitask in a busy reception/office environment</li> <li>Diplomatic approach at all times.</li> <li>Ability to identify and anticipate solutions to problems that may arise.</li> <li>Possess good team skills to help out tenants and colleagues.</li> <li>Must be able to work on own initiative and as part of a team.</li> <li>Must possess a drivers licence and have access to transport in order to travel to other Centres to provide cover if required.</li> </ul>
Other Information	<ul> <li>Due to the ever changing needs of the business must be flexible and adaptable.</li> </ul>
Dimensions	

Date completed	Evaluated
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Financial	Ensure capture of all financial data for monthly invoicing to customers.			
Operational	The role holder is pivotal in ensuring the effective and efficient operational running of the centre on a daily basis, escalating as necessary to the CM and delegating as necessary to reception.			
Staffing – Supervision Given	Provide day-to-day supervision of staff working on reception.			
Staffing – Supervision Received	Supervision received by the Facilities and Compliance Officer			
Planning and Organis	sing			
What is the furthest a	ahead the job has to plan?			
Daily Weekly	kly Monthly X Quarterly Annually Longer			
Which Principal       Reception and tenant services.         Accountability does       this relate to?         Please provide an example of the work the post plans in advance (using the longest timescale).				
Planning for incoming tenants Planning for known absences Contingency planning for unplanned absences Daily collection of information relating to the month end processes				
Communication				
The ability to verbally communicate appropriately in a diverse range of situations speaking clearly in a confident and friendly manner.				
Decision Making				
Typical Decision	How best to use resources available to cover absence.			
Most Complex Decision	Planning of complex works of physical nature that impact on the tenants' use of their own demised areas and the communal areas.			
Supplementary information				
Special circumstances				

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