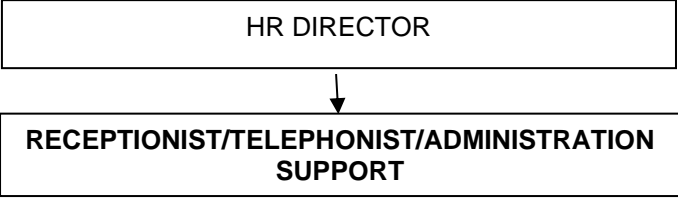


## JOB AND PERSON PROFILE

1. <b><u>JOB TITLE</u></b>	<b>Receptionist/Telephonist/Administration Support</b>
<b><u>DEPARTMENT</u></b>	<b>Facilities – Group Services</b>

2. <b><u>MAIN PURPOSE</u></b>
<p>The key purpose is to ensure that service, client and visitor care is provided to the highest standard and to act as the first point of contact for all visitors to the premises. In addition, the Role Holder will ensure the highest standard of answering and dealing with telephone calls and enquiries. The role includes periods of the working day manning the Reception Desk and also assisting with the day to day running of the Facilities Department</p>

3. <b><u>ORGANISATIONAL STRUCTURE</u></b>
 <pre> graph TD     A[HR DIRECTOR] --&gt; B[RECEPTIONIST/TELEPHONIST/ADMINISTRATION SUPPORT]         </pre>

4. <b><u>MAIN DUTIES/RESPONSIBILITIES</u></b>
<ul style="list-style-type: none"> <li>• To act as the first point of contact for all visitors to the premises including giving information, directions and assistance.</li> <li>• Ensure that all visitors sign into Reception and are issued with a Visitors Badge. Where applicable, issue visitors and staff with security fob.</li> <li>• Notify relevant person about visitor arrival, ensuring that all visitors are greeted and accompanied into the building by a member of staff.</li> <li>• To answer calls to the switchboard appropriately and put them through speedily giving routine information</li> <li>• Maintain all incoming calls on the Totalview Telephone System together with log in and whereabouts, where possible, of various members of staff.</li> <li>• To monitor the Switchboard System ensuring that all extensions and lines are in working order, reporting any faults to IS Department</li> <li>• Update all telephone lists and Fire Alarm Register.</li> <li>• To manage the ground floor meeting rooms ensuring rooms are booked correctly, kept presentable and provide refreshments to visitors and internal staff, where appropriate.</li> <li>• Liaise with IS Department on any updates to ARC Console.</li> <li>• Ensure that the Reception Area is kept tidy</li> <li>• To assist with postal duties including using the franking machine</li> <li>• To assist with other general duties/filing/administration</li> <li>• To order stationery for Head Office and sites</li> <li>• To provide cover booking couriers</li> </ul>

5. **PERSON SPECIFICATION (SKILLS, QUALIFICATIONS, EXPERIENCE, TYPE)**

<b>MUST HAVE</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>✓ Previous Switchboard Operator experience</li> <li>✓ Able to prioritise calls</li> <li>✓ Positive attitude</li> <li>✓ Calm under pressure</li> <li>✓ Politeness</li> <li>✓ Computer Literate</li> </ul>	