

## **JOB DESCRIPTION**

<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	Receptionist
<b>Team:</b>	Central Admin
<b>Reports to:</b>	Office Manager
<b>Role Purpose:</b>	To work within the reception team at Central Office Leatherhead ensuring all telephone calls are answered in a professional manner, greet visitors as well as assisting with administrative tasks as requested by other departments within Achieve together.
<b>Scope:</b>	To provide efficient and effective reception duties taking accountability for your workload at all times.
<b>Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Open the office (if required) and take pride in maintaining a clean and welcoming reception area</li> <li>• Welcome and greet staff &amp; visitors courteously</li> <li>• Maintain security by ensuring staff &amp; visitors sign in/out of the visitors book and checking IDs where necessary</li> <li>• Activate and deactivate the answering service as needed, retrieve, and distribute voicemail messages.</li> <li>• Answer, screen and direct all calls in a professional, friendly manner, take accurate messages and deliver them to the appropriate party as necessary</li> <li>• Oversee the Reception@ mailbox and action emails in a prompt manner</li> <li>• Sort and distribute incoming mail, packages, and other correspondence</li> <li>• Frank and/or send recorded or special delivery outgoing mail. Book courier collections as required.</li> <li>• Order and receive office and kitchen supplies when required</li> <li>• Take ownership of all stationary requirements and if required complete an order and distribute once arrived</li> <li>• Receive company hotel room requests via email and book as requested following the correct booking procedures</li> <li>• Receive company fleet penalty fine in the post and follow the correct procedure to ensure fines are not escalated</li> <li>• Receive document archiving requests via email from Service Locations and assist them in all their archiving needs</li> <li>• Manage the confidential waste office bins and arrange for collections once full</li> <li>• Booking meeting rooms, manage bookings, set up the room as requested and arrange catering as requested</li> <li>• Carrying out ad-hoc administration requests from departments within Achieve together such as printing, laminating, binding documents etc</li> <li>• Ensure communal areas/staff kitchen is kept safe, clean and tidy at all times.</li> <li>• Support the Office Manager with additional duties as requested</li> <li>• Maintain an excellent working relationship with other departments</li> </ul>
<b>Specific Requirements:</b>	<ul style="list-style-type: none"> <li>• To be flexible to cover additional hours when required</li> <li>• To be able to work solely within an office setting</li> </ul>

<b>PERSON SPECIFICATION</b>	
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Excellent interactions skills</li> <li>• Good working knowledge of key Microsoft IT packages such as Teams, Outlook Word and Excel</li> </ul>

<b>Skills and Experience:</b>	<ul style="list-style-type: none"> <li>• Has ideally worked in an office environment, in particular working on a reception desk</li> <li>• Ability to multitask and maintain a busy Reception desk efficiently</li> <li>• Possess fantastic energy and take great pride in their work</li> <li>• Strong problem-solving skills</li> <li>• The ability to work independently as well as part of a team</li> <li>• If you have worked with people with learning difficulties this would be a benefit, but not essential</li> </ul>
<b>Competencies:</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Demonstrates discretion and is trustworthy</li> <li>• Is flexible and adaptable</li> <li>• Has good oral and written communication skills</li> <li>• Ability to communicate with internal and external stakeholders</li> <li>• Has good organisational skills</li> <li>• Is able to multi task</li> <li>• Is proactive and able to take initiative</li> </ul>