



## **Role Title: Receptionist**

**Department: Secretariat**

### **About the role**

To have day-to-day responsibility for managing the Head Office reception in a professional and courteous manner.

### **What you'll be doing**

General reception duties:

- Answer all incoming calls and transfer the call to the appropriate colleague
- Greet all visitors to Head Office in a professional and courteous manner
- Contact the appropriate colleague(s) to inform of the visitor(s) arrival
- Ensure all visitors sign in, in accordance with Society policy
- Issue ID badges as appropriate
- Deal with all enquiries efficiently, including receipt and distribution of deliveries
- Ensure a professional and positive image of the Society is portrayed at all times
- Adhere to Society security procedures at all times
- Ensure all outgoing mail is ready for daily postal collection
- Ensure incoming post is sorted and ready for departments to collect
- Produce and maintain reception stock (i.e. Co-op News labels, visitors' badges and sign in sheets, regularly update manual phone list)
- Order stationery for all departments, ensuring sufficient stock levels are maintained
- Book taxis as required
- Update the Net1 system when notified
- Train new colleagues on reception
- Send finance the monthly charges report for the franking machine
- Supporting the property team with fire alarm and lift maintenance checks
- To be a First Aider, training will be provided

In addition, all employees are expected to work within the terms of their contract of employment and adhere to Society policies and procedures.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Society.

## About You

This role requires a confident, organised and friendly individual with experience of reception work, including experience dealing with customers on the telephone and face to face.

## Scope

- Reports to Executive Assistant
- Budgetary Control: N/A.
- Key internal contacts are all internal departments and trading groups.
- Key external contacts are the Society suppliers.