

## Receptionist

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| <b>Generic title</b>       | Admin support   |
| <b>General Description</b> | Works under close supervision providing administrative support to the team. |

## Competencies

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| <b>Achieving Results</b>                       | Capacity to work well within clear guidelines and produce required results within own role  |
| <b>Analytical thinking and decision making</b> | Assessment of simple data within company guidelines, policies and procedures  |
| <b>Communication</b>                           | Communicates positively with clarity and understanding<br>Presents information in a structured way<br>Demonstrates confidence when communicating in own subject |
| <b>Dealing with change</b>                     | Will consider different approaches<br>Capacity to accept change   |
| <b>Teamwork</b>                                | Contribute to the overall team objectives<br>Understand how to be part of a team<br>Regularly cooperate with team members                                       |
| <b>Leadership</b>                              | Accepting authority and the need for leadership   |
| <b>Managing resources</b>                      | Appreciates the time, cost and quality of implications of their job role  |
| <b>Negotiation</b>                             | Open to persuasion  |
| <b>People Development</b>                      | Willingness to be developed and accept new skills   |

## Role definition

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| <b>Summary of role</b>                       | First point of contact for the office dealing with all enquiries, whether in person or by telephone. This will involve operation of the telephone switchboard and liaison with the staff, internal and external customers and other stakeholders including members of the public.   |
| <b>Responsibilities and accountabilities</b> | <p>Answer the telephone promptly politely and pleasantly and transfer calls to the appropriate employees, offering help and assistance as required</p> <p>Greet and assist visitors with visitor badges or escort them to an office or meeting room</p> <p>Handle questions about the business or offer brochures with business information</p> <p>Maintain a pleasant appearance of the reception area</p> <p>Undertake all duties in an efficient manner and professional manner</p> <p>Ensure that reception is always and operate the switchboard in an efficient and professional manner, ensuring all telephone calls are answered promptly, courteously, and in accordance with Morgan Sindall standards</p> <p>Ensure all telephone connections are made as quickly as possible bearing in mind busy times and meetings that may be in progress</p> <p>Record and promptly and accurately pass all messages to appropriate personnel</p> <p>Receive and welcome visitors and ensure that, on arrival, all visitors consistently receive a professional and courteous welcome</p> <p>Ensure a sign in/out system is in place and is fully implemented at all times</p> <p>Promptly attend to customers' needs</p> <p>Control meeting room bookings and provide refreshments as required</p> <p>Open of all incoming post, scanning when appropriate and distributing to the relevant person / team</p> |

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|   | <p>Ensure stationery ordering system is in place and that it is effectively followed to provide adequate supplies at all times</p> <p>Undertake other administrative and clerical duties as and when required</p> <p>Ensure cleanliness and tidiness of customer facing areas</p> <p>Ensure customer complaints are dealt with, recorded and passed to relevant individual or function for follow up</p> <p>Enhance the reputation of Morgan Sindall at every opportunity when interacting with others</p> |
| <b>Qualifications, training and technical knowledge</b> | <p>Good standard of education either GCSE level or equivalent (NVQ level 2)</p> <p>Experience of delivering an excellent customer service</p>  |
| <b>Attributes and skills</b>                            | <p>Ability to understand procedures and policies of the organisation</p> <p>Ability to deal effectively with colleagues</p> <p>Ability to work well either alone or as part of a team</p> <p>Good writing, analytical and problem solving skills</p> <p>Ability to follow oral and written instructions</p> <p>Know when to ask for help and guidance</p>  |