

CANDIDATE SPECIFICATION



JOB TITLE	Receptionist	
REPORTING TO	Group Facilities Manager	
DEPARTMENT/SUB DEPARTMENT	Facilities	
LOCATION	Rochford	
OVERALL PURPOSE		
Responsible for coordinating front-desk activities.		
PRINCIPLE ACCOUNTABILITIES		
<ul style="list-style-type: none"> • Greet employees and visitors on arrival and departure, ensuring all sign in and out correctly, • Notify hosts of visitor arrivals and ensure visitors are always escorted from reception, • Open and secure reception doors at the start and end of each shift, • Maintain front door security and report any suspicious activity promptly, • Ensure the reception area is clean, tidy, and professionally presented, • Ensure meeting and training rooms are clean, prepared and ready for use, • Schedule meetings and arrange associated catering when required, • Assist with the stock control and distribution of Company workwear, • Answer, screen, and forward incoming telephone calls as appropriate, • Receive, sort, and distribute all incoming and outgoing mail, • Maintain print rooms and ensure adequate office stationery supplies are available, • Maintain first aid rooms and ensure supplies are fully stocked, • Monitor and replenish refreshment supplies and arrange distribution across all Rochford buildings as required, • Maintain the locker inventory, ensuring lockers are allocated to staff as required, • Create, issue and maintain swipe cards for staff, ensuring records are kept up to date, • Administer entertainment licences where applicable, • Provide general administrative support, including note-taking and filing, • Organise travel arrangements when required, • Record pool car usage and issue vehicle keys to authorised personnel as required, • Assist with the planning and organisation of Company events, • Support out of hours facilities access requests if required, • To adhere to all Company rules and regulations, • To help create and maintain a safe working environment and observe the published Health and Safety Policies and Procedures, and • To carry out any other tasks where reasonable and relevant, when required. <p style="margin-left: 40px;">This is not an exhaustive list.</p>		
QUALIFICATIONS	ESSENTIAL	DESIRABLE
GCSE English and Maths (or equivalent) at grade C or above	✓	
EXPERIENCE/ SKILLS	ESSENTIAL	DESIRABLE
Strong administrative skills and working knowledge of business software, including Microsoft Office	✓	
Excellent interpersonal skills	✓	

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Effective verbal and written communication skills	✓	
Ability to demonstrate a proactive, organized and flexible approach to work	✓	
Ability to work independently while collaborating in a team environment	✓	
Ability to work under pressure and to deadlines	✓	
Professional attitude and appearance	✓	
PERSONAL SKILLS	ESSENTIAL	DESIRABLE
Team Player	✓	
Strong Work 'Can-do Ethic'	✓	
Exceptional at building relationships	✓	
Excellent Customer Service skills	✓	
Strong attention to detail and time management	✓	
Exceptional Planning and Organisation skills	✓	
High awareness of Productivity and Quality	✓	
Excellent Communication skills	✓	
Flexibility	✓	
Takes Responsibility for actions	✓	
Learn, Apply and Improve	✓	