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| **Job title:** | Receptionist |
| **Department:** | Administration |
| **Responsible to:** | Executive Assistant/Office Manager |
| **Responsible for:** | NA |

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| **Job Purpose:** |
| To provide responsive and professional administration support across Story Homes, representing the brand to quality standards in all activities. |

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| **Main Duties and Responsibilities:**  **Provide a polite, professional and efficient reception service**   * Ensure that all visitors are greeted in line with Story Homes guidelines * Handle initial calls to the business, establishing the correct colleague to be transferred to * Ensure that all calls are transferred to the correct colleague on a first time basis * Record and distribute all messages accurately and in a timely manner   **Effective efficient administration and tracking of equipment and resource use**   * Support the office manager in the effective management and distribution of equipment and resources, including but not limited to:   + Company vehicles   + Telecoms   + General office equipment and supplies   + New Office Move   + PPE   + Stationary * Provide first point of contact for colleagues on equipment issues and requirements * Respond to issues and queries in a timely manner, keeping colleague up to date with solution progress   **Accurately process and operate within agreed office contracts**   * Update and accurately maintain office systems and data bases   **Provide accurate and efficient administration of meetings and requirements**   * Provide secretarial support to various colleagues and teams as required * Arrange meetings, travel and accommodation as and when requested * Ensure that all room booking requirements are processed * Process and distribute post to correct colleagues in a timely manner * Produce information and packs as requested, ensuring that all detail and information requirements are met * Distribute of key documentation to internal and external stakeholders in a timely manner * Update records, reports and systems with relevant data and information at the appropriate frequency * Provide ad hoc administrative support as and when necessary workload permitting |
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| **Key Attributes** | Core:   * Excellent communication skills including telephone * Ability to work as part of a team and on own initiative * Is flexible and versatile to ensure full cover of administrative duties at all times * Confidence in using MS Office suite and bespoke IT systems * Ability to maintain and record accurate and timely information * Experience in providing customer service with professionalism, representing the brand at all times * Ability to manage own workload and reprioritise when appropriate |
| Desirable: |
| **Qualifications/**  **Experience** | Core:   * Experience of dealing with external bodies such as utility companies and suppliers |
| Desirable:   * Experience as a receptionist for a busy organisation. |

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| **I confirm I have read and understood my job description.** | | | |
| Employee Name |  | Date |  |
| Employee Signature |  | Date |  |
| Line Manager Signature |  | Date |  |

I*t is a requirement of Story Homes that all staff work in a flexible manner compatible with their job and in line with the objectives of the company. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the business.*