

Job Description & Person Specification



Job Title	Receptionist
Division/Location	South West Norse
Reporting to	Facilities Manager
Weekly Hours	10
Grade/Salary	£22,672.00 pro rata

Job Description

The Role:

The Receptionist is responsible for providing excellent customer service and resolving queries at first point of call wherever possible.

Main Responsibilities:

- Providing a courteous, well informed, and helpful welcome to all visitors and staff.
- Responding to and resolving a wide range of queries face to face, on the telephone, email or in writing. Taking responsibility for obtaining all information necessary to process or resolve a query, escalating it to others where necessary.
- Supporting the South West Norse Facilities Management team, including general administrative and clerical tasks such as updating and maintaining information systems, including helpdesk works orders.
- Assisting with the financial procedures by raising orders, processing invoices, analysing, and maintaining information.
- Managing of security and smartcard systems, including issuing and maintenance of smart cards, and dealing with enquiries.
- Assisting with the management of the car park including security and operation of the barriers (if any).
- Coordinating arrangements for meeting room bookings and take responsibility for the smooth operation of the process. Setting up and maintenance of equipment in the meeting rooms and providing technical help and advice on the use of the equipment.
- Replenishing of paper stocks to the MFD's in the building and managing the staff lockers.
- Assisting with administration and application of fire procedures.
- Sorting and the distributing of post including franking.

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by the line manager, including:

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Approval/Review Date			
Approved by Operations Director:		Date:	
Approved by Head of Resourcing:	Jo Wishart	Date:	29.11.2023

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Excellent IT knowledge and skills, including ability to troubleshoot in respect of IT equipment.	Essential	AF/I
	Knowledge of financial procedures.	Desirable	AF/I
Experience	Customer Service experience.	Essential	AF/I
	Experienced in handling difficult situations with customers and managing problems.	Desirable	I
Skills/Abilities	Quality driven with excellent customer service.	Essential	AF/I
	Self-motivated, able to work using own initiative.	Essential	AF/I
	Ability to plan, organise and prioritise work effectively.	Essential	AF/I
	Ability to work flexibly to meet the demands of the job and operational requirements.	Essential	AF/I
Other Requirements			

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

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Approved by Head of Resourcing:	Jo Wishart	Date:	29.11.2023