

Job Title: Receptionist Administrator	Location: Hunmanby
Department: Finance	Contract: Permanent / Full time
Reports To: Group Financial Controller	Direct Reports: None

1.0 Job Summary & Role

The receptionist will welcome visitors to the Hunmanby site, in a professional, friendly and courteous way.

They will also answer the phone, redirect calls and voicemail messages as required, manage emails, along with various office and admin duties.

2.0 Key Responsibilities & Main Duties

- Managing the welcome process and registration of visitors to the building according to security procedures.
- Answering the phone, redirecting calls and voicemail messages as required, and managing emails.
- Sorting and distributing incoming post.
- General administration for customer complaints and internal corrective action reports.
- Booking internal meeting rooms for colleagues and ensure refreshments are stocked.
- Arranging lunches for business meetings
- Filing supplier invoices
- Booking overnight accommodation and taxis for colleagues and visitors
- Booking the pool cars out/in for colleagues
- Any other ad hoc duties for management or colleagues.

3.0 Internal & External Relationships

- Visitors
- Suppliers and service contractors
- Internal departments

4.0 Key Performance Indicators

- Management of workload to ensure Daily, weekly, and monthly deadlines are met on time.



5.0 Essential/Desirable Factors

Knowledge	
Essential: <ul style="list-style-type: none"> • Good MS Office knowledge and skills 	Desirable:
Skills & Attributes	
Essential: <ul style="list-style-type: none"> • Ability to demonstrate excellent customer service and strong interpersonal skills • Ability to work independently in addition to part of a Team • Self-motivated and positive attitude. • Highly organized; ability to handle multiple tasks and apply judgment to prioritize 	Desirable: <p>Resilience and adaptability for new/difficult tasks</p>
Experience	
Essential: <ul style="list-style-type: none"> • Proven experience in a similar role 	Desirable: <ul style="list-style-type: none"> • Customer facing experience
Qualifications	
Essential: <ul style="list-style-type: none"> • GCSE qualified or equivalent 	Desirable:

Created by	Dated Created
Debbie Lovatt	09.07.21

