

Role profile

Job Title:	Receptionist
Location:	Chilcomb, Winchester
Line Manager:	Facilities Manager

Purpose of role:

To act as the face of the trust for all visitors, telephone, email enquiries and customer feedback/concerns. Facilitating and coordinating Chilcomb site access to contractors, staff, volunteers and visitors. Be a key part of day to day operations of the Chilcomb reception and site including security, fire procedure and alarms.

Main Responsibilities:

Customer

- Ensure an excellent customer experience as the first point of contact and face of the trust for all visitors.
- Resolve customer complaints and enquiries where possible, escalate to management team as appropriate and follow through in a timely way.
- Keep up to date with trust activities to ensure accurate and appropriate responses to enquiries.

Facilities

- Ensure that the reception area is maintained to a presentable standard for visitors, ensure meeting rooms are prepared and refreshments provided according to agreed instructions.
- Develop and maintain key log recording. Act as a key holder when directed.
- Work with site caretaking function to coordinate site based activities as required.
- Maintain registers of contractors and visitors on site.
- Be part of the fire coordination team responsible for Chilcomb site. Ensure a safe working environment for public and staff.

Administration support

- Support the trust team through the collation of central data and maintenance of central records/list as required.
- Monitor and order stationery, supplies and central refreshment resources as required.
- Continuously improve the supporting systems and practices to provide an efficient and effective reception function.

Other duties

- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation. The post holder must be willing to undertake duties outside normal working hours.

Corporate and statutory initiatives - equalities/health & safety/environmental sustainability

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met
- Comply with Health & Safety, equalities and environmental sustainability guidance and working practices
- Undertake appropriate training and development

Key competencies of role:

- 2.1 Working with People
- 3.1 Relating and Networking
- 4.1 Writing and Reporting
- 6.2 Delivering Results and Meeting Customer Expectations
- 7.1 Adapting and Responding to Change
- 7.2 Coping with Pressures and Setbacks

Person Specification (competence requirement):**Essential Qualifications**

- GCSE English and Maths or equivalent (level 1-2)

Essential knowledge/skill/experience

- Demonstrable receptionist & facilities experience
- Excellent customer (internal & external) focus and care
- Ability to multi-task and switch focus according to changing needs and priorities
- Exceptional computer literacy and knowledge including Excel and Word
- Attention to detail in busy and diverting environment
- Experience of delivering a range of administrative functions

Desirable requirements, qualifications, skills, knowledge & experience

- Knowledge of financial systems and processing
- Business Administration qualification – level 3 or above

Working Conditions:

The following section provides an outline of the working conditions that may be encountered in this role.

- Using Display Screen Equipment – Desktop PC and Laptop
- Manual Handling – objects up to 5Kg.