**JOB DESCRIPTION**

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| **Job title** | Central Services Receptionist | |
| **Sector/Function** | Central Support | |
| **Department** | Corporate Governance | |
| **Reports to** | Office & Environmental Manager | |
| **Grade** | 2 | |
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| **Job purpose** | To deliver professional reception services with a focus on providing an excellent level of customer care and hosted service environment to visitors and employees and to provide administrative support to the department. | |
|  | **Key responsibilities** | |
| **Customer Reception Services:** | * Deliver a positive customer experience for people visiting the office that is in keeping with the vision and values of Turning Point and conveys the professional reputation of one of the leading national health and social care organisations * Deliver a client and colleague hosted environment as befits the external image of Turning Point commensurate with being professional, business like and conducive to driving future growth * Provide an efficient, professional and responsive reception and telephone service to internal and external customers * Greeting and assisting visitors including TP Staff, Clients, Contractors etc * Assist in the planning and management of hosted business and social events * Respond to customer queries in a timely manner, answering them where possible and referring to appropriate person where necessary * Ensure that confidentiality as required under Data Protection is strictly maintained reporting any perceived breaches to the line manager * Communicate with external customers as required ensuring that a professional image of Turning Point is maintained at all times * Work effectively and flexibly as part of the team assisting others and sharing knowledge openly and willingly * Maintain good housekeeping standards within own work area and keeping the Reception, Meeting Rooms and general office tidy, clear and presentable at all times | |
| **Administration Services:** | * Responsible for providing basic administration support as required * Responsible for operating a smooth and efficient meeting, focus and collaboration space room booking system for the London and Manchester offices * Organise and maintain computer records/files * Assist with H&S administration and compliance * Assist with facilities maintenance and management * Assist colleagues with travel, accommodation, post & courier arrangements * Operate the petty cash and maintain accurate records * Manage the info@ e-mail * Respond to general queries and direct people to those that can best assist where appropriate | |
| **Office Services:** | * Responsible for supporting the Office & Environmental Manager to deliver a professional and efficient office space experience for employees and external parties working from or visiting the London and Manchester head offices * Responsible for all aspects of post including franking machines, postal collections, and distribution of incoming post * Assist in the planning and management of hosted business and social events * Responsible for stationery supplies * Responsible for managing an efficient office space booking system * Responsible for refreshments and catering | |
| **Office Cover:** | * Work collaboratively with Personal Assistants, Administrators and other Reception staff at the London and Manchester head offices to build the good relations needed to foster mutual support across departments as required | |
| **Own Development** | Continuously review own performance and development needs to assist growth and development by:   * Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. * Participating in training and other development opportunities as agreed within the Performance Management process | |
| **Compliance** | Ensure compliance with internal and external standards and codes of conduct by:   * Meeting all workplace legislation and regulatory requirements * Complying with Turning Point’s Code of Conduct, policies and procedures | |
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| **Dimensions** | Direct reports | None |
| Total staff overseen | None |
| Internal contacts | Central departments based at head offices  Risk & Assurance Department  Property Department  Procurement Department  Turning Point health & social care services |
| External contacts | Providers of services on contract to the office inc. office cleaners, window cleaners. waste disposal companies, property maintenance and compliance services provider etc  Trades people as required |
| Planning outlook | 6 months |
| Problems solved | Customer and employee matters relevant to the delivery of professional reception services |
| Financial authority | None |

**PERSON SPECIFICATION**

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| **Job title** | | Central Services Receptionist | | |
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| **Personal effectiveness** | Essential | | Desirable | |
| * Positive can do attitude * Natural ability to work collaboratively with other departments in order to promote & maintain effective working relationships for mutual benefit * Good communication skills; adaptable style to meet the needs of different audiences * Good literacy and numeracy skills * Good IT and organisational skills * Flexible, efficient administration skills * Support skills with multi-tasking ability * Ability to draw upon personal and professional skills to deliver positive outcomes * Good personal organisation & attention to detail * Ability to work independently and manage own time and priorities, coordinating workloads to achieve deadlines | | * Communicates and engages on an audience led basis with strong customer facing skills * Confident and capable management of traditional Reception and Facilities tasks * Forward thinking - anticipating potential problem areas and applying commensurate solutions * Works to achieve management goals and business objectives by applying technical experience, commercial awareness and common sense. * Stays motivated, calm and resilient under pressure * Identifies opportunities to improve the delivery of efficient working practice/business procedure and seeks ways to develop them * Develops and improves systems and administrative processes and procedures * Generates business through excellent representation of the company and active, participative marketing | |
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| **Technical effectiveness** | | Essential | | Desirable |
| * Telephone answering skills * Customer service * Experience of Microsoft Outlook, Word and Excel | | * Computer literate and conversant with all Microsoft applications |
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| **Acquired experience & qualifications** | | Essential | | Desirable |
| * Experience in a reception role where customer service is paramount * Experience of general administration | | * Knowledge of workplace legislation and regulations such as Health & Safety * Experience of facilities administration |
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| **Other requirements** | | Essential | | Desirable |
| * A good team player with a sense of collective endeavour * Highly motivated | | * Builds productive and cooperative relationships with colleagues, providers and customers across role and seniority boundaries |