

**JOB DESCRIPTION:**

Position:	Receptionist / Switchboard / Admin / Post
Department:	Facilities
Site:	Hely Hutchinson Centre
Hours:	35 per week
Reports to:	Facilities Manager
Issued:	June 2019

JOB SUMMARY:

Present a smart, professional, warm, welcoming and friendly service to all visitors and guests to the HUKD reception and the Hachette switchboard.

Provide administration and facilities support as part of a high quality and cost-effective facilities service.

Provide professional, cost effective post service to Hachette UK Distribution when required.

Work on a rota basis providing the services between the hours of 8am and 6pm Monday to Friday.

RESPONSIBILITIES:**Reception**

- Warmly greet all guests and visitors to the Hachette UK Distribution reception desk, ensuring all visitors are greeted professionally on arrival, all questions and queries are resolved quickly, efficiently and professionally and the guest's hosts are contacted once the guest has signed in.
 - Look after guests ensuring they are kept updated on their host's arrival, offered refreshments if they need to wait for their host and made aware of any relevant safety information.
 - Make and issue access passes for employees, temp staff, guests and contractors.
 - Administer the access control system to ensure it is accurate and up to date.
 - Deal with any questions or queries and escalate where appropriate/needed to the Facilities Manager.
 - Keep the reception desk clear, tidy and clean at all times and make sure any keys, passes or any sensitive information is kept out of sight and secure.
 - Ensure reception and the switchboard are covered before leaving to take any rest and comfort breaks.
 - Monitor standards within the reception area and escalate any issues of cleanliness or poor-quality service delivery to the Facilities Manager.
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- Re-direct couriers or deliveries that should be received at the Hub Office between the hours of 8am and 6pm.

Switchboard

- Answer calls to the switchboard promptly and in a friendly and professional manner.
- Ask questions to ascertain where the call needs to be directed to and pass the call on to the appropriate person or department.
- Respond to, or forward emails, that come to the HUK Enquiries Inbox and the L, BBG Info inbox in the same way that you would if the customer was calling by phone.
- Proactively update the contacts log for all departments to ensure calls can be directed to the relevant person quickly.
- Escalate any technical issues promptly with the IT Helpdesk team.

Post Room

- Sort, collect, deliver and frank external post including special deliveries and courier items to meet collection or delivery deadlines.
- Receive and distribute goods inwards and outwards ensuring the items and quantities signed for are accurate in terms of quantity and contact details and in an acceptable condition.
- Knowledge and understanding of all of the post and courier services available to ensure items posted are sent in the most cost effective and efficient way.
- Ensure high value items are tracked and signed for and are kept secure whilst awaiting collection.
- Regularly review and update post points and contact details to reflect any departmental name changes, starters and leavers, reorganisations or move and change projects.
- Investigate any postal delivery or collection issues raised by internal departments to identify where items not delivered have been sent and keep the customer updated on resolving the issue.
- Keep the post room and fulfilment areas tidy, well organised and as uncluttered as possible.

Admin

- Undertake the Site Induction for all new employees and temp staff, completing the following tasks:
 - Health and Safety procedures
 - Set up an account on the express vending shop/till
 - Set up employee/temp on the T&A Machines
 - Assign uniform
 - Assign lockers
 - Manage the stock of uniform, ordering when needed.
 - Monitor stationery cupboards and order stock when needed.
 - Issue locker keys and door keys.
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- Monitor meeting room booking systems for any meeting furniture layout changes need to be implemented and undertake any changes required.
 - Set up meeting rooms with teas, coffee and water for meetings, deliver lunches when ordered.
 - Provide assistance to other support teams in moving/distributing items as and when needed/requested e.g., facilities and IT.
 - Undertake regular building inspections to identify any items needing repair, safety issues and poor cleaning standards and escalating these to the Facilities Manager.
 - Request quotes and raise purchase orders and other ad hoc items as requested, obtain approval before confirming orders.
 - Undertake other ad hoc duties when requested such as portage and small office moves.
 - Provide administrative support for the Facilities Manager.
 - General facilities duties to enable the facilities department to function effectively and efficiently.
 - Lead Fire Wardens (point of contact).
 - First Aider (optional).
 - Assist with responding to emergency situations including fire drills, leaks, floods or power issues.
 - Administration of the company health and safety information/documentation and assist with the compliance of the health and safety policy.
 - Rotate roles within an agreed shift pattern to provide reception and switchboard cover between the hours of 8am and 6pm, Monday to Friday.
 - Smart appearance of either a blouse or shirt, and black trousers or skirt.

General

- Ensure Quality, Health and Safety and Environmental standards and all related company policies are adhered to, raising any issues to the relevant parties as appropriate.
 - Take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
 - Any other duties as may be reasonably requested in line with the job role.
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PERSON SPECIFICATION:

Essential Factors

Knowledge, Experience & Qualifications

- People management
- Proficient in use of Microsoft Word, Excel and Outlook
- Experience in previous front of house role

Skills & Attitudes

- Interpersonal skills
 - Strong communication skills
 - Initiative and problem-solving abilities
 - Dependability
 - Able to work as part of a team
 - Organised, self-motivated and accurate
 - Owner mentality
 - Ability to multi-task, work under pressure and meet tightly set deadlines
 - Enthusiastic and keen to learn new skills
 - Willing to “go the extra mile” to ensure tasks are completed
 - A methodical approach to ensuring the right standard and quality of work is produced on a consistent basis
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