

## Job Description

**NAME:** //

**JOB TITLE:** Receptionist

**DIVISION:** //

**OFFICE:** Kidderminster

**RESPONSIBLE TO:** Office Partner

### PURPOSE OF ROLE

To provide effective switchboard and reception support within the office, carrying out work to the highest possible standards through adherence to the firm's guidelines and policies, and helping facilitate the delivery of outstanding client service.

### PRINCIPAL DUTIES AND RESPONSIBILITIES

#### Tasks and Activities:

1. To manage switchboard by promptly answering and accurately directing incoming calls, conveying messages clearly, promptly and accurately with a pleasant manner at all times.
2. To greet and provide refreshments to clients/visitors to the office.
3. To assist extension users with such problems that may arise.
4. To be presentable both in appearance and manner, promoting the professional and quality service the Practice provides.
5. To maintain the reception area and meeting rooms in a neat and tidy fashion, setting up conference facilities/calls where required.
6. To maintain the meeting room diary and promptly handle booking requests.
7. To maintain an accurate staffing phone list/directory for the office.
8. To ensure all incoming deliveries to the reception area are promptly directed to the appropriate staff.
9. To keep a record of attendees at the office and assist with the allocation of available parking spaces.
10. Any other tasks the firm may need you to undertake from time to time, including relevant administrative and support duties.

#### Generic Responsibilities and Expected Standards:

1. To assist with the implementation of good working practices, maintain a high standard of work and client service/care within your area of responsibility, in accordance with the firm's policies, procedures and guidelines and/or as directed by your line manager.
2. To use initiative on all matters.
3. To ensure confidentiality and security for all firm and client documentation and information.
4. To undertake any specific training course as and when required.

## **Job Description**

5. To effectively demonstrate the firm's values and behaviours at all times.
6. To maintain clear and precise communications with other members of staff and assist other secretaries when required.
7. To develop good working relationships with external institutions, organisations and other third parties.
8. To ensure that any equipment supplied for the purpose of your work (including computer, printer/copier, franking machine and post systems) is used correctly, maintained and any defects/faults are reported.
9. To ensure that Health & Safety principles and safe working practices are followed at all times. Employees have a legal duty that gives them responsibility, so far as is reasonably practicable, to ensure that they do not endanger themselves or anyone else by their acts or omissions.
10. To cooperate with the firm on Health & Safety matters and do not interfere with or misuse anything provided for health, safety and welfare purposes.
11. To keep areas of work clean and tidy.
12. All employees have a responsibility to carry out their work with due regard for the environment.

## **PERSON SPECIFICATION**

### **Skills, Knowledge, Experience and Attitudes**

1. Experience of using a busy switchboard.
2. Ability to interact effectively with others, both face to face and over the telephone, including an excellent telephone manner and comfortable dealing with clients.
3. Commitment to delivering outstanding client service.
4. Courteous and professional.
5. A proficient level of literacy and numeracy.
6. Experience of working within a team environment.
7. Experience of data entry and/or text processing.
8. IT literate with experience of the Microsoft Office suite of applications, including Word, Excel and Outlook.
9. Proactive and able to work on own initiative.
10. Organised and methodical with the ability to multi-task, prioritise and work in a fast paced environment.
11. Excellent attention to detail and accuracy.
12. Focused on achieving goals, adopting a can-do attitude.
13. Highly motivated and willing to learn.
14. An understanding of and adherence to General Data Protection Regulation (GDPR), and maintaining confidentiality and integrity at all times.

## **Job Description**

### **SUMMARY**

The details outlined in this job description reflect the content of the post at the date the job description was prepared. It is inevitable that over time the nature of a defined job role will change, existing duties may be lost and other duties gained without changing the general character of the work or level of responsibility entailed. It is intended that this job description will be revised from time to time in discussion with the post holder.

In addition, you may be expected to perform other duties commensurate with this position or as required to assist the business needs. Any additional tasks will be kept within your abilities and skills range, and training will be provided if necessary. Such agreement should not be unreasonably withheld.