**RECEPTIONIST PART-TIME**

**JOB DESCRIPTION**

**Salary:** £10.85 per hour- £14,106 per annum gross (full time equivalent £21,157, inclusive of London Weighting Allowance)

**Working hours:** Part-time, 25.25 hours a week, Monday to Friday 12:45pm – 6.00pm

Some flexibility is required to work extra hours, which will be determined

by the Office and Service Manager when necessary.

**Location:** 244-254 Cambridge Heath Road, The Green House. E2 9DA

# **The Post**

The part-time receptionist will work as part of a two-person reception team and will play an important role in our flagship building The Green House. The receptionist will be line managed by the Office and Services Manager for the South East cluster and will play an important role in welcoming visitors, supporting our tenants and assisting the O&S Manager in organising and promoting tenants networking and social events.

Your duties will include:

**Access, Security and Deliveries**

* Being the first point of contact for visitors to the centre; welcoming them and issuing name badges and ensuring that everyone signs in, announcing their arrival and directing them to the appropriate tenant organisation or meeting room.
* Ensuring security procedures are followed in the centre, and that all building visitors/contractors sign in/out.
* Taking deliveries of the Royal Mail post, sorting and distributing it to tenant organisations and ensuring that outgoing post is collected every evening.
* Notifying tenants when deliveries arrive in the building.

**Communications**

* Answering phones and directing calls to relevant staff or tenants
* Acting as a point of contact for tenant queries and communicating these effectively to the relevant member of the Property Management team
* Helping to establish and maintain excellent communication with tenant organisations
* Ensuring an effective handover is made between shifts
* Ensuring effective communications between both receptionists and to equally split tasks and services in consultation with the Office and Services manager.
* Ensure contact information is kept up to date for each organisation in the cluster, including tenant representatives, Directors, first aid and fire Marshall Contacts, etc.

**Synergy Activities**

* Assist the Office and Service Manager with organising synergy activities and events where tenants can work together, learn from each other, improve their well-being and network (e.g. gardening club, cyclist group, recycling campaigns, among other).
* Assist with the promotion of any synergy activities within the building, emailing tenants, designing posters and newsletters.
* Encouraging and support effective collaboration among the tenants and the community.
* Assist the O&S Manager in encouraging tenants to participate, organise, lead, and attend synergy activities within the building.

**Impact hub**

* Maintain a log of desk bookings.
* Solve or redirect queries efficiently.
* Completing admin procedures in line with the ‘Impact hub’ Project.

**Administration and Purchasing**

* Assisting with administrative duties in the cluster as and when required;
* Ordering cleaning/stationary supplies for the cluster and keeping an accurate record in the purchase order / tenant recharge sheet;
* Run monthly photocopier and Franking machine reports and forward to finance department.

**Other responsibilities**

* Working within the company’s procedures and policies
* Working to improve the services we provide to tenants
* Working to improve the company's social and environmental objectives
* Covering for other members of the reception team when they are in training, on holiday, etc
* Attending company-wide events such as training events and the annual staff conference
* Additional Ad-hoc duties in accordance to the job role specified by the Office and Services Manager

**Person Specification**

You are a welcoming, proactive, friendly, and organised person, who enjoys the challenges of being the first point of contact.

* Has excellent communication skills and experience of communication with different groups of people
* The ability to act quickly and effectively using their own initiative
* To be a team-player
* Have good IT skills, particularly Microsoft Office software
* Good organisational skills and the ability to prioritise his/her work, multi-task and remain flexible
* To be trustworthy, personable and reliable
* A commitment to provide a good service to our tenants
* To maintain a professional standard of presentation and communication with colleagues and tenants at all times
* We would also like applicants to be committed to social and environmental issues.
* The ability to work alone adhering to the company lone working policy

### **Contractual Details**

This is a permanent contract with a three-month probationary period. The salary is **£**10.85 per hour (Full time equivalent **£**21.157 per annum gross).

The working hours for the role are 27.50 hours a week, Monday to Friday from 12:30pm – 6.00pm.

There is an element of lone working required for this role.

Some flexibility is required to work extra hours, which will be determined by the Office and Services Manager when necessary.