



## JOB DESCRIPTION

<b>Job Title</b>	Receptionist/Security
<b>Department</b>	Facilities
<b>Reports to</b>	Facilities Manager
<b>Direct reports(if any)</b>	None
<b>Other management responsibilities</b>	None
<b>Background:</b>  A third member of the team to provide Reception/Security support to the Facilities Team, to work daily 09:00 – 17:00 and to cover holiday and absence for shift hours 1 and 2 listed below.  <b>Hours required;</b> <ol style="list-style-type: none"><li><b>08:00 to 16:00 = 35 hours per week allowing for 1 hour break. Break 12:00 to 13:00.</b></li><li><b>12:00 to 20:00 = 35 hours per week allowing for 1 hour break. Break 15:00 to 16:00.</b></li><li><b>09:00 to 17:00 = 35 hours per week allowing for 1 hour break.</b></li></ol>	
<b>Main Job Purpose:</b>  Welcome visitors on arrival at ITF House and answer incoming telephone calls ensuring that a good initial impression is invariably provided at every contact point. Provide a security presence at all times for the building and within its grounds e.g. the car park.	
<b>Main Responsibilities:</b> <ul style="list-style-type: none"><li>• Receiving visitors to ITF House and screening or referring on as appropriate, ensuring that their requirements are promptly dealt with including directing them to the person they are visiting or arranging for them to be collected from Reception.</li><li>• Creation and issuance of entry passes for visitors and ensure their details are entered in the visitor's log book; also responsible for the return of said passes.</li><li>• Responding to all incoming telephone calls, ensuring that these are answered promptly and professionally and are directed to the correct person. Provide information to callers on basic enquiries if confident that the information being given is correct;</li><li>• Supervise the receipt of all incoming mail and deliveries, and to sort and distribute promptly.</li><li>• Deal promptly with out-going post and parcels using couriers as required;</li><li>• Order franking machine supplies to ensure there is always an adequate stock and report faults to Neopost/Quadiant, and monitoring/following up fault resolutions;</li><li>• Arrange the booking of cars/taxis as required by staff and/or visitors, advising staff the party that bookings have been made;</li></ul>	



- Ensure the Reception Area is tidy and presentable at all times;
- Maintain office security by following safety procedures and controlling access to the building via the reception desk (maintain visitor log book, issue visitor passes).
- Daily on-going monitoring of the CCTV System bringing to the prompt attention of the Facilities Manager or Supervisor any incident that is out of the ordinary;
- Perform weekly fire alarm test every Tuesday which falls on a working day at 13:15 hours unless advised by a member of the Facilities team not to do so;
- Undertake the role of a qualified First Aider and be able to assist as required throughout ITF House;
- Assist setting up rooms for meetings as required in the building;
- Provide assistance within Facilities team as and when needed.

**Decisions:**

- Decide how to prioritise daily routines to ensure completion of tasks to deadlines;
- Decide on the most appropriate way to resolve queries, communicating any decisions to stakeholders as needed.
- Decide on direction of calls and information to provide on basic enquiries

**Complexity:**

- The postholder needs to have knowledge of Paxton door entry and CCTV systems;
- Able to work with limited supervision managing conflicting work demands;
- Able to respond with confidence to queries and make improvement recommendations where appropriate.

**Contacts:**

- Front of house for all visitors to ITF House
- Daily contact and communications with employees, visitors, and suppliers;
- Regular meetings with all Facilities Team members;

**Other important requirements of the job not covered above e.g. requirement to communicate in a language other than English:**

- Readiness to undertake training when required. First Aid re-qualification required every 3 years;
- Respect for confidential and sensitive information/data.
- Ability to work flexibly, including occasionally on weekends



**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education level, qualifications or equivalent</b>	<ul style="list-style-type: none"> <li>• Good level of general education</li> <li>• Numerate and analytical</li> </ul>	
<b>Knowledge, experience and technical skills</b>	<ul style="list-style-type: none"> <li>• Good communication and interpersonal skills</li> <li>• IT literate - intermediate knowledge of Excel and Word</li> <li>• Understanding of CCTV and Door Access systems</li> <li>• Knowledge of Security procedures</li> <li>• Good database knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Reception/Security experience</li> </ul>
Personal attributes/skills	<ul style="list-style-type: none"> <li>• Ability to work openly and using a collaborative approach to work with others</li> <li>• Proactively identifies problems and contributes ideas for making improvements</li> <li>• Ability to exercise initiative, discretion and judgement</li> <li>• Demonstrates a high-level of attention to detail and accuracy</li> <li>• Ability to prioritise and plan own workload and work within established guidelines and deadlines</li> <li>• An understanding of trade unions and commitment to social justice</li> </ul>	
<b>Practical requirements e.g. hours, requirement to travel</b>	<ul style="list-style-type: none"> <li>• Ability to work flexibly, including occasionally on weekends</li> </ul>	

**V.4. 18 November 2020**