

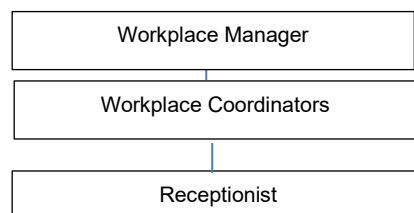
Job Description:

Work place support

Function:	Front of House / Workplace Experience
Generic Job:	Front of House Receptionist
Position:	Receptionist
Date (in job since):	12 th of May
Immediate manager (N+1 Job title and name):	Veronica Glass Walker
Additional reporting line to:	Workplace Coordinators
Position location:	Office Location- SOHO

3. Organization chart

– Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Main assignments

– Indicate the main activities / duties to be conducted in the job.

- To carry out any reasonable request, as specified by the manager
- Comply with all Company and Client policies and procedures,
- Complete all records as directed accurately and in timely manner
- Report any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities to line manager, taking appropriate action where possible
- Any other reasonable request by management

5. Accountabilities

– Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets
- Comply with all Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH

Client & Visitor Experience

- Welcome visitors and clients
- Manage visitor registrations and passes
- Oversee check-ins/check-outs
- Ensure seamless guest experience

Meeting Room Management

- Book meeting rooms
- Coordinate room schedules
- Complete room checks
- Assist with room set-ups
- Ensure rooms are clean, stocked, and ready

Hospitality & Events

- Arrange hospitality services
- Manage food and beverage orders
- Support meetings and events
- Assist with workplace engagement activities

Front Desk Operations

- Manage enquiries
- Handle post and courier deliveries
- Maintain professional reception standards

Ticketing & Staff Support

- Manage workplace requests
- Respond to staff queries
- Escalate issues where required

Workplace Coordination

- Support desk allocations
- Coordinate office moves
- Manage supplier coordination
- Monitor stock levels
- Support daily workplace operations

Security & Compliance

- Follow visitor protocols
- Issue access passes
- Support emergency procedures

Administration

- Support scheduling and reporting
- Maintain document management
- Update workplace records

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Skills & Experience

- Customer Service** – Strong client-facing and hospitality skills
- Communication** – Professional verbal and written communication
- Organisation** – Able to multitask and prioritise in fast-paced environments
- Technology** – Proficient in Microsoft Office, Google Workspace, and ticketing systems
- Teamwork** – Collaborative and proactive team player
- Problem Solving** – Calm under pressure with strong attention to detail
- Adaptability** – Flexible and able to manage changing priorities

Key Focus Areas

- Client Interaction** – Deliver professional and welcoming visitor experience
- Meeting & Event Support** – Support room bookings, set-ups, hospitality, and events
- Visitor Management** – Manage visitor registrations and access passes
- Room Standards** – Ensure meeting rooms are organised and presentation-ready
- Hospitality Coordination** – Set up refreshments and hospitality areas
- Staff Requests** – Manage workplace requests through ticketing system

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Rigorous management of results
▪ Brand Notoriety	▪ Employee Engagement
▪ Learning & Development	▪

8. Management Approval – To be completed by document owner

Version	1.0	Date	12/05/2026
Document Owner	V Glass		