

Job Description: Receptionist

Function:	Defence & Government Services
Generic job:	Receptionist
Position:	Receptionist
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Mess Manager
Additional reporting line to:	
Position location:	[Enter site and department as applicable]

1. Purpose of the job

- To provide effective delivery of dedicated reception services to the client/customer organisation
- To provide clerical assistance to the Mess Manager

2. Dimensions

N/A

3. Organisation chart



4. Context

- Comply with all Sodexo company policies/procedures
- Comply with all legislative requirements
- Adhere to any local client site rules and regulations
- Role model safe behaviour
- Unsociable hours in line with business requirements maybe required
- Flexibility on work schedule and location maybe required

5. Main assignments

- To continue to develop one's own skills and knowledge within the position, including any required training courses
- To maintain excellent client/customer relationships
- To attend team briefs, huddles and meetings as required
- To attend your performance development review to discuss job standards and agree development activities
- To maintain a clean and tidy work area at all times
- To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
- To care for all available resources including equipment, materials and supplies as directed
- To report any near miss occurrences, accidents or faulty equipment to management
- To ensure effective communication with line manager, team, customer and client organisation
- To maintain all areas of responsibility to the set service standards and in line with applicable service offer
- Responsible for accommodation bookings, function bookings, allocation of room keys, and day to day catering requests
- Responsible for monies for casual messing, stamps, and cashing of cheques, balancing all monies daily
- Provision of casual Mess bills according to Sodexo and customer/client procedures
- To greet all Mess guests and deal with any queries as required
- To answer telephone and distribute messages to relevant parties
- Receive, sort and distribute mail as required
- To assist in administration and completion of the ration and messing accounts as required
- To carry out administration duties and clerical assistance to the Mess manager as required
- To provide support for any additional ad-hoc services provided as required, for example administrative or office support
- Process all information with discretion and strict confidentiality in order to comply with data protection and other security requirements
- Leave blank for local additions
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- To carry out any other reasonable tasks and/or instructions as directed by management

6. Accountabilities

- N/A

7. Person specification

Essential:

- Good verbal and written communication skills

Desirable:

- Experience of working within military environment
- Good knowledge of Microsoft applications

8. Competencies

N/A – this section is for management job descriptions only

9. Management approval

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