

Job Description:   
P05 Receptionist

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Function: | | | | Administration | | | | | | | | |
| Position: | | | | P05 Receptionist | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Helpdesk CoOrdinator | | | | | | | | |
| Additional reporting line to: | | | | Contract Administration & Security Manager | | | | | | | | |
| Position location: | | | | Colchester Garrison | | | | | | | | |
|  | | | | | | | | | | | |
| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To provide effective delivery in all areas of office/administration support and customer service to the contract office. Assisting in the receiving, assigning, daily supervision, successful completion, and worksheet sign- off in line with the payment mechanism of all planned and reactive maintenance tasks | | | | | | | | | | | | |
|  | | | | | | | | | | | |
| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | |  | | | | | | | | | | |

Draft. Version: 27-03-2014

|  |
| --- |
| 3. Organisation chart – Indicate schematically the position of the job within the organisation. 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. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Promoting a professional image of Sodexo as the first point of contact – the post holder will need to be familiar with Sodexo image and reputation guidelines. * Planning, scheduling, and administration of task allocation to close. * Extracting accurate information from nominated callers * Flexibility to change priorities whilst carrying out duties * Self-motivated. Able to prioritise demands under pressure |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ensuring reception area always presents professional image. * Directing visitors to their destination and on-site escort. * Answering queries from visitors about Sodexo. * Receiving and sorting all mail (incoming and outgoing). * Updating office building noticeboards, door name cards, sign in boards and sign in sheets. * Weekly collation and distribution of the P05 Movements and Main Management Movements using Microsoft Forms and Microsoft Excel. * Signing out keys to employees who require them. * Maintaining stationery levels for the building by liaising with the purchase assistant. * Monthly updating and distribution of the Sodexo telephone list. * Supporting the helpdesk team to cover absence and busy periods. * To carry out any reasonable requests made by the Helpdesk CoOrdinator and management teams. * To follow Sodexo processes and procedures and adhere to the policies in place. * To maintain excellent client/customer relationships both internally and externally. * 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 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. * Such other reasonable tasks as may be defined from time to time. |

|  |
| --- |
| 6. 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. |
| * All administrative tasks in order to ensure the efficient running of the office. * All visitors welcomed in a professional and efficient way to maintain Sodexo image and reputation. * To meet all Service Audit requirements relating to the Contact Management Helpdesk. * The precise input of work information into the CAFM system in accordance with the SLA. * To be presentable at all times in Sodexo Global uniform whilst maintaining good levels of personal hygiene. * Administer all associated CAFM task in accordance with SLA requirements. |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Previous admin or reception experience * Experience of operating within a diverse defence engineering and FM environment. * Must work well within a team and be able to make decisions based upon own knowledge and initiative. * Must have strong IT skills, be proficient in Microsoft Office and familiar with Data Base type software * Excellent organisation skills * Proven experience in an Engineering Administration role with a proven track record in Facilities Management. * Good basic education, with GCSE passes in Maths and English. * Smart appearance. * Be flexible to work outside core hours when required. |

|  |
| --- |
| 8. 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 * Excellent time management and organisational skills * Demonstrate a strong sense of Client focus. |  | |  |  | |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 2 | Date | 7 July 2023 | | Document Owner | Jessica Rees | | | |