

Job Description:
Receptionist / Administrator

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| Function: | Corporate Services |
| Job:  | Reception / Administration |
| Position:  | Receptionist / Administrator |
| Job holder: |  |
| Date  | March 2019 |
| Immediate manager  | Matt Richards |
| Additional reporting line to: | Steve Barrett |
| Position location: | BAE Systems, Cowes |
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| 1. Purpose of the Job  |
| To be an invaluable member of the on-site Sodexo team, delivering the highest standard of service to clients and ensuring their complete satisfaction and comfort at all times. Specifically you will:* Work closely within the Reception / Administration team to provide a seamless and ever-improving service.
* Create a great first / lasting impression for visitors to the site.
* Answer all internal / external calls and enquiries within agreed service standards.
* Distribute Royal Mail post accurately and send outgoing post daily.
* Issue travel tickets at reception, top up online as requested and maintain stocks.
* Provide statistical data on a monthly basis or when otherwise requested.
* Manage the booking of site / other taxis and general enquiries from customers and clients.
* Offer comprehensive administrative support to maintain the site Integrated Management System (IMS), which will include but not be limited to: maintaining physical and electronic files, scanning and copying documents, keeping evidence to satisfy statutory requirements available for audit at any time.
* Be an integral member of the wider on-site team, working flexibly across the site as required.
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| 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. |
|  |  | * Work within the Reception, Post Room Facilities office, Workshop and across site as required
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| * Be part of an on-site team of 19 people
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| * 900 + work orders actioned monthly
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| * Support our 250 customers on site and 80+ contractors
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Draft. Version: 27-03-2014

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| 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. |
| Hard FMSteve BarrettFacilities Management Operations Manager, Matt RichardsCleaning & WasteP/T Reception / Admin x 3Catering |

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| **4. Context and main issues** |
| . * Wear your uniform correctly and ensure it is clean and well maintained; be smart / well-groomed at all times and follow personal hygiene rules in accordance with the Sodexo Employee Handbook.
* Wear your security pass at all times while on site and don Personal Protective Equipment (PPE) as required for specific tasks.
* Comply with both company and statutory regulations regarding hygiene, health and safety, food safety, chemical safety and COSHH in accordance with company policy and training.
* Report immediately any instances of accident, fire, theft, loss, damage, unfit food or other irregularities and take action as per relevant policies; cease to use any faulty equipment and report it immediately.
* Make clients feel welcome and special; establish and maintain co-operative relationships with clients and colleagues and go the extra mile to leave a positive, lasting impression.
* Take time to recognise individuals and ensure they are satisfied with the service you have provided; report any customer complaints or compliments to the Sodexo management team.
* Work to enhance team spirit, unity and co-operation by communicating with all team members, participating in unit activities, training and meetings as required (some of which may be outside normal working hours or on another site) and covering different shifts and roles where practicable (some of which may be at short notice).
* Be willing to undertake any other tasks which fit within the overall objectives and purpose of the role and are reasonably requested by a member of the Sodexo management team.
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| 5. Main assignments  |
| **Reception:*** Welcome visitors in a professional manner, efficiently managing their security pass and transport requirements.
* Direct incoming calls correctly via the switchboard and maintain the associated database.
* Manage stock of travel tickets and either issue to customers in person or top up online (following the agreed process).
* Collate and maintain data to produce periodic reports / provide information as required.
* Undertake all Reception duties in a welcoming, friendly and professional manner.
* Work collaboratively with other Reception / Administration colleagues and follow all policies, processes and procedures to ensure a seamless service is always provided.
* Manage incoming and outgoing post, following relevant procedures.
* Book shuttles and taxis (via contracted provider), ensuring good communication is maintained.

**Administration:*** Support the existing administrator in maintaining the physical and electronic filing systems, ensuring all documents are complete and correctly filed.
* Check systems regularly and raise any issues or inconsistencies with the existing administrator in the first instance or with your manager.
* Work with immediate colleagues to develop processes and systems to ensure efficiency and improvements to the filing system.
* In advance of known audits, support with the sourcing and collating of information and documents required.
* Support in the further development of HSE systems to meet compliance.
* Support the preparation of financial / budgetary reports.
* Maintain security of electronic and physical data.

**Hard FM:*** Support the Hard FM team with basic maintenance tasks, limited to personal skill set.
* Escort contractors and visitors when required.

**Across the site:*** Support other team members when required.
* Comply with all client policies and procedures in relation to housekeeping, infection control, waste and security.
* Take note of any machinery or equipment that appears faulty and any building defects; report to a manager straight away.
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| **6.**  **Key Performance Indicators** (KPIs) or ‘What it will look like when you are doing the job well’ |
| * You’ll have satisfied customers with lots of positive feedback and no justifiable complaints received
* Your working environment will be organised, clean and tidy at all times
* You’ll pass audits and compliances in all areas
* You’ll be thought of as a fully engaged member of the team
* You’ll offer a consistently high standard of service
* You’ll complete all documentation, billing and other bookkeeping accurately and on time
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Computer literate with a proven ability to use Microsoft Outlook, Excel and Word plus other bespoke software platforms
* Customer focused
* Organised, tidy and able to write clearly and neatly
* Able to use own initiative and lead a team in others’ absence
* Excellent communication and interpersonal skills
* Flexible approach to work
* Willing to learn new skills
* Numerate and literate
* Able to cope under pressure and meet deadlines
* High standard of personal hygiene and ‘well groomed’ appearance
* Team player
* Punctual

**Desirable:*** Previous experience in a Reception or similar role
* Health & Safety knowledge appropriate to the role
* Able to successfully upsell products
* Money handling / counting skills
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| 8. Competencies  |
| There are no formal qualifications required for this position. |

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| 9. Management Approval  |
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| Version | V03 | Date | 28/02/2019 |
| Document Owner | M. Richards |

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