

Job Description: Security Receptionist

Function:	Defence & Government Services
Generic job:	Administration
Position:	Security Receptionist
Job holder:	TBC
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Security Administrator
Additional reporting line to:	Contract Office, Helpdesk and Reception Manager and Technical Services Manager
Position location:	Colchester Garrison, Merville Barracks

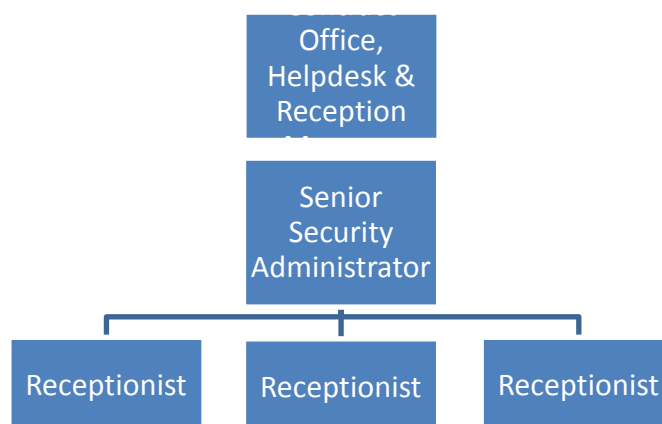
1. Purpose of the job

- To provide effective delivery in all areas of administration and customer service to the client organisation
- To engage, welcome and interact with customers by explaining entry criteria, documentation requirements, gauging their needs and delivering against the required entry specifications in line with MoD requirements
- Deliver and maintain first class customer service at all times, ensuring that customer satisfaction is given the highest priority
- Maintain a high standard and well-kept reception area, enabling our customers to begin their site journey in a positive and professional environment

2. Dimensions

N/A

3. Organisation chart



4. Context

- To dress accordingly to the standards and guidelines of the global Sodexo brand. Wear the supplied uniform garments at all times when on duty and maintain the highest standards of personal hygiene
- 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
- The hours for this role are based on a shift pattern of 8 hour shifts. The shifts are 7am – 3pm and 3pm – 11pm

5. Main assignments

- To ensure all customers are delivered the highest quality of service through efficient management of the service desk and continuous improvement to service delivery
- To process all site passes as detailed within the service standards documentation, delivering an effective and efficient speed of service
- Maintain accurate records, either manually or via our in-house computer systems/programmes
- To follow the correct incident reporting procedures, ensuring the correct documentation and process is followed at all times
- To maintain the presentation of the beverage area, ensuring it is constantly monitored, maintained
- To order and maintain all stock levels for the beverage area
- Interact with customers to gain feedback on the service provided and communicate your findings with the senior management team
- 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
- To raise any service or performance concerns to line manager in a timely manner
- To provide support for any additional ad-hoc services provided as required, for example administrative or office support
- To carry out any other reasonable tasks and/or instructions as directed by management

6. Accountabilities

- To be a brand ambassador for Sodexo

7. Person specification

Essential:

- 3 year employment history
- Evidence of UK residency for the last 3 years
- Previous experience of working in a customer facing role
- Attention to detail and adherence to standards
- Able to work on own initiative within a team environment
- Demonstrate high level of communication skills; must be able to demonstrate effective verbal communication
- IT skills
- Flexible approach

Desirable but not essential:

- Experience of working within military environment
- Driving Licence
- SIA Licence
- SC Clearance

8. Competencies

N/A

9. Management approval

Version	1	Date	26/04/2018
Document owner	JR		