

# JOB DESCRIPTION

Function:	Corporate Services – BAE Systems Account
Position:	<b>RECEPTIONIST / POST ROOM OPERATIVE / SWITCHBOARD OPERATIVE</b>
Job holder:	Reception Supervisor
Date (in job since):	
Immediate manager (N+1 Job title and name):	Reception Supervisor
Additional reporting line to:	Soft Services Manager
Position location:	BAE Broad Oak, Portsmouth, Hampshire, PO3 5PQ

## 1. Purpose of the Job – State concisely the aim of the job.

**Main Duties with your Role:** To provide a professional & courteous service from the reception desk and post room for BAE Systems, their staff, clients & customers.

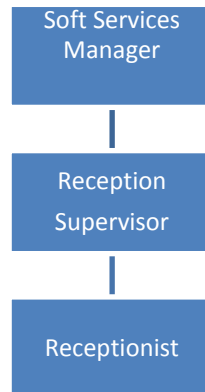
- To deliver outstanding customer service through the reception, post room & switchboard functions.
- To act as the focal point within BAE Systems, being the key interface for provision of services.
- To ensure all aspects of reception/switchboard/post room duties which range from incoming/outgoing telephone calls, administration work, through to the welfare of visitors arriving onto the site, are carried out in a courteous and professional manner.
- To maintain the reception & post room areas to a standard in keeping with the BAE Systems corporate image.
- To monitor all aspects of fire, security, health & safety requirements and to take appropriate action as and when required.
- To carry out office administration tasks and any clerical duties as and when required. This may involve assisting other Sodexo departments when necessary.
- To ensure the efficient sorting of incoming/outgoing mail, following security policies & procedures.
- Process any conference/training bookings ensuring all information is correct and confirmation sent to the host.

## 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 ■ Add point:

**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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager



**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.

*See Sections 5&6*

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

**Key Performance Indicators (KPIs)** or “What it will look like when you are doing the job well”

- High standard of personal appearance and hygiene
- Excellent service excellence skills
- Polite telephone manner
- Professional & courteous manner when dealing with clients and visitors
- Flexibility with working hours as cover will be required for holiday/sickness cover.
- Willing to assist in any area of the business should the need arise.
- To be able to adapt to different situations and advise the client/visitors accordingly
- To be fully trained on suspicious packages
- To attend and adhere to all training given from both the client and Sodexo
- Compliance with company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness & COSHH

To hold a Security Industry Authority (SIA) License. If the applicant does not hold this license then full training

will be given.

**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.

**Accountabilities** or “What you have to do”

- It is expected that the job holder will communicate well with all BAE staff and their visitors and demonstrate a helpful attitude at all times.
- A professional attitude must be displayed at all times and this includes wearing appropriate dress and being well presented.
- It is expected that support will also be provided in other areas as and when required and agreed by the site Operations manager; this may include putting stationery away, and general office duties that could include administration, photocopying/binding/laminating etc. On occasions, the role may also be expected to provide general support to Workplace Services.
- The attendance and receipt of any job-related training and any other reasonable duties that are required by the business. Training may involve travelling to venues based off site.
- It is expected the job holder will report to the reception supervisor at the end of each day. Time will be allocated to go through the next day's duties and to discuss any queries.
- There may also be a requirement to provide cover during periods of holidays and sickness.
- To fulfil any reasonable management request from Sodexo line manager.
- To report immediately any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate or possible.
- Receiving and booking in visitors to the site, issuing them with the appropriate passes and logging them in to the registry, directing them to the correct destination and contacting the relevant host.
- Assist with the reservation and management of meeting rooms.
- Ensure that the reception & post room always remains clean, tidy, litter free and that any discrepancies are reported to the appropriate person in a timely manner.
- Receiving letters and packages from Royal Mail, couriers etc. Sorting accordingly and contacting the recipient when necessary and arranging for the collection or safe storage of the items.
- Sort and frank any outgoing mail ready for collection by the Royal Mail.
- Answering all incoming and outgoing calls on the switchboard and directing them to the right person.
- Update and maintain the switchboard directory with correct information.
- To take messages and pass on where and when necessary, for other Sodexo staff members.
- Personal mobile phones must be switched off or kept on silent during working hours.

Assist on restaurant tills as and when required – training to be given.

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

**Essential**

- A pleasant, friendly and polite telephone manner
- Good communications skills
- High levels of appearance and personal hygiene
- Basic skills in Microsoft Office software
- A minimum of a basic qualification in Literacy & Numeracy
- Be able to work in a team and alone when necessary

***Desirable – training will be given if necessary***

- Previous experience, but not necessary, as full training will be given
- Experience in operating a Hi Path DX Attendant Switchboard
- Hold an SIA badge

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

**Knowledge, skills and experience**

***Essential***

- A pleasant, friendly and polite telephone manner
- Good communications skills
- High levels of appearance and personal hygiene
- Basic skills in Microsoft Office software
- A minimum of a basic qualification in Literacy & Numeracy
- Be able to work in a team and alone when necessary

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**Contextual or other information**

NB. This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.