

Job Description:
Reception & Helpdesk Assistant

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| Function:  | Administration |
| Position:  | **Reception & Helpdesk Assistant** |
| Contract Days: | Monday - Friday |
| Contract Hours: | 40 hours |
| Pay Rate: | £7.96 per hour |
| Hours of work: | 7.30am – 4.00pm |
| Immediate manager (N+1 Job title and name): | Joanne Young, Senior Administration & Support Manager |
| Position location: | Phillips 66 Humber Refinery |
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| 1. 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. |
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| 2. Purpose of the Job – State concisely the aim of the job.  |
| * Reception – Meet & greet visitors.
* Switchboard – Answer the sites telephone system.
* Administration –Provide administration to the Helpdesk.
* Catering – Administration for site menus, food labels, hospitality.
* Site Vehicles – Booking vehicles in for repair / service / MOT
* Administration – Assist other departments with general administration duties
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| Switchboard* Answering calls
* Receiving calls -complaints and following correct procedures
* Receiving calls – general enquires
* Receiving calls – Threats to the company
* Receiving Calls – First point of contact for the public in the event of a site emergency.
* Transferring calls to employees

Reception* Meet and greet visitors
* Informing employees when visitors have arrived
* Following security procedures when visitors arrive
* Preparing visitor daily passes, ensuring the visitor is ready to be collected – bag tagged, safety notice read
* Updating staff passes from P66 staff from the refinery to enter the Newton building
* Reporting faults in her area, i.e. lights out
* Deliveries – making staff aware of an item being delivered so they can collect
* Keeping area tidy at all times
* Updating client scrapbooks for ‘Thank You’ letters etc.
* Monitor Newton CCTV – Report any suspect activity to D-Gate

Catering* Menu’s typed every 3 months, these are placed on the intranet.
* Daily main menu signage for the Newton Restaurant & Grab & Go
* General / food signs / signage – Printing and Laminating
* Daily labels for cookchill, grab & go & Newton Restaurant

Hospitality* Printed and placed in diary
* Add to Sodexo-hospitality calendar
* Added to catering inbox as tasks
* Keep them aware of any changes / late requests / cancellations

Helpdesk* Responsible for all Sodexo Humber Response requests – these are received from emails, telephone calls or staff passing the reception area
* Job sheet printed
* Inputted onto the Helpdesk system creating a job number, allocate to team, place in tray ready for collection.
* Plumbers and Electricians are also logged on the same system then are emailed separately
* Complete jobs on system
* Keeping system up to date adding any comments to the job sheets.
* Communicate urgent jobs via radio to staff members.
* Splitting completed jobs into variable costs and non-variable costs.
* Point of contact for any feedback on jobs outstanding.

Vehicles* Breakdown fuel invoices onto the system
* Pass keys to Great Coates Motors.
* Book vehicles in for MOT / Repairs / Servicing as per instruction by the fleet manager.

General Administration* Assist H&S Manager with inputting training information and weekly huddle sign offs onto the Training Matrix
* Near Misses – Log, number, copy near miss cards. Create a monthly spreadsheet with all the information on including any follow up information. Print off and distribute and all notice boards when checked.
* Help keep site safety information up to date – Report any issues or missing information.
* Write up audits – place on system
* Take notes and take minutes
* Support management & supervisor team in administration duties such as: creating posters; maintaining documents; creating new documents etc.
* Carry out other reasonable tasks as directed by management
* Report and take necessary action for any incidents of accidents, fire, theft, loss, damage, or other irregularities.
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| 4. Skills, Knowledge and Experience |
| * To hold a full SIA Licence
* Proficient in Excel, Word & PowerPoint
* Proven Customer Service Experience
* Initiave and ability to identify solve and escalate problems accordingly
* A methodical and organised approach to work is essential to enable a proactive service to be delivered
* Due to the nature of the Facilities function, professionalism and a confidential approach in all aspects of work is essential.
* Mature confident and responsive manner.
* Display initiative dealing effectively with issues unaided
* Ability to work as part of a team and individually
* Exhibit good communication skills
* Display good computer literacy skills.
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| 5. Contextual or other information  |
| * Adhere to Sodexo and Phillips 66 policies and procedures as set out in individual contract staff training.
* Participate and support as an individual and team member to achieve overall team and business objectives
* Process all tasks with the defined timescales whilst liaising with the appropriate personnel to ensure an added value service is delivered.
* To help maintain a professional environment with the Reception area. This includes areas such as housekeeping, telephone manner, approach to work and employee liaison. All of these should be demonstrated to the highest standard.
* Deliver a quality service to all customers and 3rd parties to ensure customer and client satisfaction.
* Actively respond to adhoc requests from individuals and organisations ensuring they are either directed to the appropriate contact or provided with the appropriate information.
* Support the facilities management to ensure all operations are delivered effectively and efficiently.
* Carry out any other duties and undertake any relevant training as is necessary to achieve overall business requirements.
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| 6. Signature |
| * I agree that I have been fully briefed on my job role and that my job description has been explained.

Employee’s Signature:Employee’s Name:Date:Manager’s Signature:Managers Name:Date: |