

Job Description:
Contract Administrator Operative

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| Function: | Front of House and Switchboard Operations  |
| Position:  | Switchboard and Reception Operative  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Security Manager  |
| Additional reporting line to: | General Services Manager  |
| Position location: | Diageo 7HQ  |
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| 1. Purpose of the Job  |
| * To provide support and assistance to customers throughout their time at Diageo
* To be the first point of contact for general floor and meeting room enquires in case required to do so
* To respond quickly and efficiently to customers, anticipating their needs and being proactive and innovative in coming up with solutions
* To manage EZ Max jobs on site from distribution to close off
* To answer all switchboard calls quickly and professionally for the global HQ.
* To cover the Reception duties when required
* To support the Switchboard & Reception Supervisor across the function as directed
* To have an excellent knowledge of the local areas, amenities and the surrounding area so as to be able to direct inform and support
* To ensure an excellent service is delivered across all levels to all our customers
* To be a forward thinker with a methodical approach, exceptional planning, and excellent organisational and communication skills.
* Working with our customers, promoting and enhancing the workplace experience, delivering a safe and compliant working environment.
* To assist in the delivery of first class soft service experience through attentive service
* To liaise with external stakeholders and suppliers to ensure all tasks are carried out in accordance with site and customer requirements.
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| 2. Organisation chart  |
| Security Manager Switchboard & Reception Supervisor Switchboard & Reception Operative  |

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| 3. Accountabilities  |
| * Accountable to the Switchboard & Reception Supervisor and Security Manager
* To work proactively as part of a team (part of security when covering reception)
* To provide a high level of customer service at all times
* To undertake daily checks of the floor when required or instructed by line manager
* Ability to work alone without direction or supervision
* Ability to work under own initiative and support the frontline staff in other departments to deliver high quality service when business needs requires
* To be proactive and helpful and carry out H&S walks
* Team work, considerate, supportive, flexible and responsible
* SIA license requirement
* Bailiff and Dawn raid procedures
* Building emergency shutdown procedure
* Bomb threat and suspect package procedure
* Respond to email and telephone calls promptly and professionally
* Fire assembly point controller in the event of an evacuation
* Escalate all issues to the security manager when needed
* To cover reception and deal with all visitors and staff in a professional manner
* To answer all switchboard calls professionally and in line with the switchboard SOP
* To record all near miss reports
* To monitor/distribute and close off all EZ Maximo in line with the training received
* Support the Switchboard & Reception Supervisor with 7HQ staff inductions when requested to
* Support the Switchboard & Reception Supervisor with green travel and Dr bike when requested to
* Follow the set processes in place for staff/contractor and visitor access into the building
* Those who are not authorised must obtain authorisation prior to access being granted
* Adhere to the security assignment instruction and SOPs
* Maintain radio communication with site team
* To support the Manager in delivery of an IFM function with a flexible approach that can sup-port all aspects of the operational service delivery.
* Responsible for service delivery for all aspects Sodexo activity in the area, interaction with local customers to ensure high level of customer satisfaction and service delivery improvement initiatives. Follow up any customer complaints
* To support the Manager to implement site service or process improvement initiatives.
* To operate the switchboard directing and supporting calls as required in line with SOP.
* To support with administrative tasks and service checks within the contract
* To be visible and build relationships with all levels of user.
* To be customer facing and customer service focused
* To support with coordinating meeting room, food and beverage bookings
* To ensure continuous improvement of the service through innovative service improvements
* To ensure the area is compliant to health and safety
* To ensure that the site rules are enforced.
* To report all faults and issues to the relevant service partner as directed by the Security Manager
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| 4. Person Specification  |
| * Customer care
* Problem solving
* Developing and maintaining interpersonal relationships
* Condeco operation
* Salus operation
* EZ Maximo operation
* Excellent communication skills (both written and oral)
* Microsoft word, outlook, excel and PowerPoint)
* Well organized
* Good time keeping
* Numerate
* Well presented in the correct company uniform
* Enthusiastic
* Good Team player
* Excellent customer care skills
* PC literate
* Flexible
* Self-managed
* Innovative
* SIA licensed (training can be provided)
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| 5. Management Approval – To be completed by document owner |
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| Version | 1  | Date | October 2019  |
| Document Owner |  |

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