

Job title	Corporate Receptionist	Date
Reports to (title)		
Contract/Department	BBC	
Location	Pacific Quay	

Job purpose

Describe the overall purpose of the job in two or three sentences.

As a corporate receptionist, your primary role will be to make an excellent first impression by demonstrating a high level of customer care, professionalism, and engagement to all staff and visitors of the building in which you are located. You will be required to perform reception, administration, and telephone / switchboard duties efficiently and effectively, and will be responsible for creating a positive reception experience.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Meet and greet visitors / staff / contractors in a warm, friendly, and courteous manner
- Assist with queries knowledgeably and professionally, escalating where appropriate
- Issue visitor / contractor passes and announce visitors to their host
- Manage the access control system and authorise temporary staff passes when required
- Operate the switchboard / telephones within SLA timelines
- Answer, screen, and forward calls, taking messages when appropriate
- Maintain a tidy reception area and provide an efficient service
- Maintain stock levels of stationery and order supplies as required
- Check, read and action emails on a timely basis
- Carry out administrative tasks
- Adhere to site safety and security procedures
- Represent the business with a positive attitude and professional appearance

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Job Description

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Approachable, and professional
- Prompt, reliable, and efficient
- Able to prioritise workload
- Able to work to deadlines
- IT literate – Outlook / Microsoft Office
- Excellent communication skills – verbal / written / telephone
- Excellent customer service skills
- Takes a leading role in own personal development
- Flexible toward the changes / needs of the business
- Understanding of corporate working environment

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

Job Description

<i>FOR HR USE ONLY:</i>				
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>