



## **JOB DESCRIPTION**

<b>Job Title</b>	Receptionist
<b>Accountable to</b>	General Manager/Front of House (FOH) Manager
<b>Location</b>	Belong

### **KEY OBJECTIVES**

- To provide an efficient and welcoming reception service giving all visitors their first taste of the Belong experience.
- Support the delivery of administration services within the village.
- Ensure that services provided meet with national and organisational standards and uphold the core values of Belong.

### **SUPPORTING OBJECTIVES**

#### **Service Delivery**

- Anticipate customer needs wherever possible and react to these to enhance customer satisfaction.
- Operate the point of sale service for the Bistro including cash reconciliation.
- Ensure communication systems are operated according to Belong policies and procedures.
- Maintain and advise availability for communal facilities.
- Actively encourage customer feedback to evaluate and make recommendations to service provision.
- Maintain and monitor Security/Access passes/controls.
- Carry out general administrative duties as required.

#### **Team participation**

- Ensure that the village is a safe place to live, work and visit following health & safety procedures.
- Develop good working relationships with staff in the village and outside agencies.
- Respond to emergencies as appropriate.
- Contribute positively to the effectiveness and efficiency of the team.
- Carry out any other reasonable task as directed by the line manager.

#### **Learning & Development**

- Undertake learning and development opportunities that have a legal or organisational requirement.
- Keep up to date with best practice as part of an on-going personal development plan.
- Act as a mentor for any new staff as requested by the FOH Manager.



**PERSON SPECIFICATION**

**JOB TITLE** Receptionist

FACTORS	ESSENTIAL	DESIRABLE
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Experience of using Microsoft Office.</li> <li>• Active listening and verbal communication skills for effective interaction with staff and external representatives.</li> <li>• Ability to provide information and advice to members of the public and staff in a polite and courteous manner.</li> <li>• Ability to maintain confidentiality.</li> </ul>	
<b>Previous experience</b>		<ul style="list-style-type: none"> <li>• Previous experience of working in a customer service environment.</li> </ul>
<b>Qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>• NVQ 2 in Administration or committed to achieving within 12 months of securing post.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• A collaborative, participative team working style.</li> <li>• Flexible.</li> <li>• Ability to prioritise work.</li> </ul>	
<b>Special Requirements</b>		