



## JOB DESCRIPTION

**Job title:** Reception Assistant

**Department:** Buildings & Facilities

**Reporting to:** Building and Facilities Manager

**Responsible for:** n/a

**Liaise with:** Visitors, customers and staff

**Grade:** Staff

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**Job purpose:**

To provide excellent customer service to visitors, welcoming them in a polite and professional manner and ensuring they are guided appropriately. Ensure visitors are aware of the organisation's relevant safe practices whilst visiting. Assist in providing a safe & secure environment throughout the building. Support the administrative tasks of the department.

**Main duties and responsibilities:**

- To answer and distribute incoming calls on behalf of the company in a professional and efficient manner.
- Ensure the Studio's incoming mail is handled efficiently and effectively.
- Welcome visitors to reception, escorting them to their destination or ensuring they are met by appropriate theatre or visiting company personnel, and take responsibility for the security of these areas.
- Support the department with administrative tasks as required
- Ensure the Studios's outgoing post is prepared with the correct postage in time for collection
- Place orders with suppliers for stationery/printing/kitchen and other sundry items as required and ensure these goods are received on a timely basis and are of the required quality.
- Use and update YesPlan as required
- Print all new Staff ID cards and Membership Cards, as requested.
- Maintain adequate stock of stamps as a backup to the franking machine.
- Monitor activity specified routes within the building, noting any areas of concern and ensuring correct procedures are promptly followed
- Take various messages, gifts etc. and pass them on to the appropriate person in a timely and where necessary, discreet manner
- Implementing safety and security policies and procedures
- Monitor live CCTV and report any incidences to the Duty/Technical/Facilities Manager as appropriate
- Take an active role in emergency evacuation situations communicating effectively with all departments as necessary.
- Take an active role in emergency evacuation situations communicating effectively with all departments as necessary. Be responsible for relaying accurate fire alarm

information to Duty Mangers during performances, ensuring Double knock is active at appropriate times.

**Qualifications/education required:**

GCSE's or equivalent

Excellent telephone manner

Good communication skills

**Experience required**

Customer service experience

Working unsociable hours including evenings, weekends & bank holidays

**Specialist training required**

Microsoft Office products experience

Assertiveness

**Signed:**

**Date**