

## REDROW HOMES RECEPTIONIST

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### ABOUT REDROW HOMES

Redrow is the UK's fastest growing house builder.

Our purpose is to create a better way for people to live. We care about the quality of homes we build, the people who help us build them, the communities we create and the societies in which we live.

We are looking for high performing people looking to build a career with Redrow. At Redrow you will be part of a business that recognises achievement.

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### THE ROLE

To professionally operate the Group Head Office switchboard ensuring all calls are answered promptly and efficiently directed to the correct person and greets all customers/suppliers/visitors in a cheerful, enthusiastic and professional manner, making them "feel good" about Redrow.

Based in the Head Office Reception area and working on their own at times, the jobholder will welcome and greet both telephone callers and visitors. The jobholder will ensure they consistently achieve the company's standards for welcoming and greeting both telephone callers and visitors and delivers the required reception service to all employees.

### Key Responsibilities:

#### **1. Handle phone calls**

- Answer the phone in a professional and courteous manner as quickly as possible, ideally within 4 rings.
- Determine the purpose of callers and forward the call to the appropriate person or department or interact with the caller on behalf of Redrow Staff.
  - Transfer calls as needed.
- Take accurate message from clients wishing to be called back. Deliver these messages to the appropriate member of staff.

## 2. Visitor Liaison

- Welcome on-site visitors in a professional and courteous manner. Determine the nature of business and announce visitor to the appropriate person or department.
- Keep track of key peoples movements within the building and when they are working away from the office.
- Create good impression of Redrow with your visitor at all available points of contact.
- Ensure the company's procedures for visitor security are maintained at all times and remain vigilant regarding all persons who enter the company's premises to ensure they are correctly identified.

## 3. Other Duties

- Open the morning post and distribute to appropriate Departments.
  - Ensure sure post and DX are picked up at appropriate times.
    - Arrange couriers for Urgent Packages.
- Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
  - Keep reception area tidy.
- Maintain log of staff in the building; and visitors signing in/out book.
  - Help other departments with administration duties
    - Monitor/order office stationary
      - Create purchase orders
- Receive goods/services into reception and keep a log of deliveries/attendance.
- At all times comply with company policies, procedures and instructions.
- Carry out all other duties reasonably required by Head of Department.
- Contribute to improving the business, protecting and enhancing the reputation of the company, by putting forward new ideas and, when requested to do so, implementing change.
- Report faults to 3<sup>rd</sup> party providers with photocopiers, franking machine, etc and follow up to ensure resolution of problems
- Comply with responsibilities as laid down in the Group's Health & Safety Policy in order to ensure a safe environment within the department.

### **Working Relationships:**

Effective working relationships are an essential part of daily working life. The focus in this role is both:-

Internal: Colleagues within Operating Division; and

External: External telephone calls and all Visitors to the Company.

**These are illustrative duties and the post holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.**

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