



RECEPTIONIST



ABOUT THE ROLE

Based at the Reception desk and working on their own at times, the Receptionist will welcome and greet both telephone callers and visitors. Amongst other administrative duties, they will professionally operate the telephone switchboard; ensuring all calls are answered promptly and are efficiently directed to the correct person. They will also greet all visitors – including customers and suppliers – in a welcoming, engaging and professional manner; making them ‘feel good’ about Redrow.

Responsible for: No direct reports

Responsible to: Office Manager

KEY RESPONSIBILITIES

1. PHONE CALLS

- Answer the phone in a professional and courteous manner as quickly as possible – ideally within four 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.
- Take accurate messages from callers wishing to be called back, and deliver these messages to the appropriate recipient in a timely manner.

2. VISITORS

- Welcome visitors in a professional and courteous manner.
- Determine the nature of a visitor’s 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 a warm and inviting impression of Redrow with your visitor at all available points of contact.

- Ensure that 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. POST

- Open the morning post and distribute to the appropriate departments.
- Ensure SurePost and DX are picked up at appropriate times.
- Arrange couriers for urgent packages.
- Receive goods / services into Reception and maintain a log of deliveries / attendance.

4. OTHER RESPONSIBILITIES

- Ensure familiarity with Redrow's Health, Safety and Environmental policies and comply with employee responsibilities.
- Manage the reception desk and area.
- Maintain the log of employees in the building, and manage the visitors signing in / out book.
- Help other departments with administration duties as needed.
- Report faults to third party providers with photocopiers, franking machine, etc and follow up to ensure resolution of problems.
- At all times comply with company policies, procedures and instructions.
- Carry out all other duties reasonably required by your line manager.
- Contribute to improving the business, as well as protecting and enhancing the reputation of the company, by putting forward new ideas and, when requested to do so, implementing change.

THE PERSON

What kind of person are we looking for?

- High levels of punctuality;
- Reliable and consistent in approach;
- Organised;
- Comfortable in communicating with Redrow employees and visitors;
- Previous experience in a customer-facing role would be beneficial.

These are illustrative duties and the job 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.