

Job title: Receptionist

Line manager: Centre Manager

Grade (if applicable): C12

Direct reports: None



Role purpose:

Provide reception and administration services in order to contribute to the smooth running of the centre. Working collaboratively with other centre teams to provide a first-class customer experience for all visitors to the premises.

Key results

To ensure receptionist duties are carried out efficiently and professionally including greeting visitors and handling telephone calls.

To ensure customer queries, complaints or request for service are responded to and followed up appropriately

To ensure all files are updated on the computer system and input accurate figures for KPI reporting whilst providing support to service managers where required.

To ensure purchase orders are raised and receipted correctly and source items on a computerised system.

To handle and record cash received whilst promoting other services to service users.

To follow Peabody's Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties

To support operational function of the centre assisting with processes of an operational nature, such as opening and closing building checks, with support of the facilities team.

Success metrics

- Positive feedback from customers
- Understanding and adhering to all relevant organisation policies and procedures.
- Planning and managing own performance to ensure an effective and welcoming reception service.
- Basic administrative and financial transaction tasks completed efficiently and accurately.

About you

You will be: Customer service orientated, placing the internal and external customers at the very heart of what we do, whilst demonstrating a proactive and practical method to your performance.

You will have: Customer service experience within a similar community environment. You will have a flexible and conscientious approach to work.

Version Date: November 2022

Signed off by:

J.Rose-Weir Hockey