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| 1. **JOB DETAILS**
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| **Job Title:** | Receptionist |
| **Department:** | Administration |
| **Location:** | Loughborough |
| **Report To:** | Exec Assistant |
| **Date:** | 01/10/2025 |
| 1. **JOB SUMMARY**
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| To provide a professional and welcoming front-of-house experience for visitors and staff, manage incoming communications, and support administrative functions to ensure smooth day-to-day operations. |
| 1. **KEY RESPONSIBILITIES**
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| * Greet and assist visitors in a courteous and professional manner, ensuring Health & Safety induction is completed.
* Answer and direct incoming phone calls promptly and efficiently.
* Manage incoming and outgoing mail and deliveries.
* Maintain reception area to ensure it is tidy and presentable.
* Meeting room administration and support – ensure meeting rooms are set up appropriately, order lunches etc
* Manage the access control system, issuing fobs to new starters and removing leavers.
* Monitor and order office supplies as needed.
* Handle confidential information with discretion.
* Provide general administration support to the Executive assistant and other group functions as required.
* This role requires on site working Monday through to Friday.
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| 1. **COMMUNICATION & WORKING RELATIONSHIPS**
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| **Internally** | **Externally** |
|  * All employees across the Group
 | * Customers
* Press
* Auditors
* Regulatory Bodies
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| 1. **QUALIFICATIONS, KNOWLEDGE, EXPERIENCE, AND SKILLS**
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| * Proven experience in a receptionist or front desk role preferred.
* Excellent verbal and written communication skills.
* Strong organizational and multitasking abilities.
* Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
* Professional appearance and demeanor.
* Ability to remain calm and courteous under pressure.
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