

|  |  |  |
| --- | --- | --- |
| 1. **JOB DETAILS** | | |
| **Job Title:** | Receptionist | |
| **Department:** | Administration | |
| **Location:** | Loughborough | |
| **Report To:** | Exec Assistant | |
| **Date:** | 01/10/2025 | |
| 1. **JOB SUMMARY** | | |
| 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** | | |
| * 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. | | |
| 1. **COMMUNICATION & WORKING RELATIONSHIPS** | | |
| **Internally** | | **Externally** |
| * All employees across the Group | | * Customers * Press * Auditors * Regulatory Bodies |
| 1. **QUALIFICATIONS, KNOWLEDGE, EXPERIENCE, AND SKILLS** | | |
| * 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. | | |