

JOB DESCRIPTION

SECTION 1 - BASIC DATA

Job Holder's Name:		Job Title:	Receptionist
Reports to:	Head of Premises & Facilities	Location:	London – Peninsular House & Lovat Lane
Department:	Premises	Job Family:	Support

SECTION 2 - DEPARTMENT STRUCTURE

To be confirmed

SECTION 3 – JOB PURPOSE

To provide a complete reception service for the London office and Lovat Lane campus. This will include meeting and greeting visitors, administration of our internal bookings, general administrative and post duties.

SIZE/DIMENSIONS

- The role does involve the support of a wide number of administrative tasks, confident interaction with members of staff, students and visitors

SECTION 4 - PRINCIPAL ACTIVITIES/OUTPUT OF JOB

Whilst working in reception the job holder will cover the following duties:

Reception Duties

- Front of house representative- Meet and greet all staff, students and external visitors and suppliers.
- Opening and Health and Safety checks carried out daily including reporting any issues to management
- Ensure Tea point and communal areas in Peninsular House and Lovat Lane are tidy including ensuring the tea/coffee making facilities are checked and replenished
- Purchasing and distribution of Milk for office use
- Provide Peninsular House reception with a daily list of visitors
- Control access to the office, including creating and issuing building passes
- Sorting Post and deliveries- distributing incoming post, sort out incoming deliveries and parcels, franking outgoing post for Royal Mail to collect. Visiting the post office when required for special delivery items.
- Arranging courier when requested
- Management of keys and lockers

- Manage Reception Inbox and action tasks and requests
- Answering telephone calls and transfer to the appropriate department
- Oversee all aspects of small to medium sized internal events and meetings via our booking software, including confirming bookings, selecting appropriate rooms, advising internal staff of our booking procedures and their responsibilities.
- Assist with external clients' bookings both during the planning stage and on the day of the event.
- Setting up of classrooms and meeting rooms for teaching and events (this includes the movement of furniture)
- Maintenance of the hot desk booking system
- Arrange lunches for bookings and events where necessary
- Regular Stocktake and ordering of office supplies
- Maintain the Peninsular House and Lovat Lane Reception guides
- Photocopying and collating various items of information when requested
- Building Closing Checks carried out daily
- Any other duties which may reasonably be required by management.

CONTACTS AND INFLUENCE EXERCISED

- A flexible approach with the ability to use own initiative and to work independently or with staff in other LIBF departments.
- Communicate with the rest of the London office when required.
- Communicate with other LIBF departments.
- The ability to develop effective and supportive relationships with team and colleagues throughout LIBF and to recognise the importance of meeting team and departmental targets and service levels.

DECISIONS

Indicate the level which best describes the job holder's involvement in the decision-making process:

Follows written and verbal instructions and established guidelines	X
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	X
Has impact on department/directorate* objectives	X
Has impact on The London Institute of Banking & Finance objectives	

Examples of the decisions that are generally made by the job holder
(To be added by line manager/employee)

- How to set out rooms / breakout area

- Handling sales calls from contractors
- Where to book rooms in or relocate bookings and when to raise concerns

DEFINITION /CLARITY

(The extent to which to job is defined; the clarity of the job's boundaries, levels of uncertainty)

- Basic role is well defined but the job requires flexibility to assist all members of the team, to meet team targets and deliver excellent customer service
- Boundaries of job are clearly defined areas of uncertainty possible due to the changing nature of the venue floor and its expanding client base. There are also areas of cross-over within the teams' roles. Any concerns to be discussed with line manager.
- Flexibility and understanding that not all aspects of the role are currently required as a result of the global pandemic.

ANY ADDITIONAL NOTES

Reception hours are between 0800 to 1730 hrs, with two shift patterns from Monday to Friday, with possible evening work dependant on bookings in the diary. Although the normal working week will be 37.5 hours, this role may require working additional hours as necessary to carry out the tasks effectively.

LIBF

PERSON SPECIFICATION

Job Title: Receptionist

Reports to: Head of Facilities Management

Department: Premises

Qualifications, knowledge and professional memberships	Essential /Desirable?	
GCSE or equivalent qualification in Maths and English	Essential	
Technical competencies (skills and experience)	Essential /Desirable?	
Previous experience as a receptionist in a similar establishment (academic or hospitality based).	Desirable	
Good standard of knowledge and experience of Microsoft Products	Essential	
Excellent customer service and communication skills, including written communication	Essential	
Strong organisational skills and attention to detail	Essential	
Ability to work independently and as part of a team	Essential	
Confident liaising with Internal & External Contacts at all levels	Essential	
Flexibility and adaptability to changing work demands	Essential	
A professional and approachable demeanour	Essential	
Knowledge of basic office procedures and equipment	Desirable	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential / desirable?	Core or Enhanced
Communicating effectively	E	C
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	C
Managing quality and standards	E	C
Applying judgement and taking decisions	E	C

Signed
JOB HOLDER

Date

Signed
LINE MANAGER

Date

LIBF