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| **Job Title:**  Receptionist/Meeting Room Host | **Current Job Holder(s): New Post** |
| **Department:**  Leeds - Facilities | **Date Created/By: 22 February 2016** |

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| **DEPARTMENT DESCRIPTION**  The Facilities department is part of the Operations Division and is split between MPS's Leeds, London and Edinburgh offices.  The department establishes best practice by promoting a safe and healthy working environment to visitors and staff through the effective management and maintenance of MPS offices.  Facilities main areas of responsibility include Health and safety, security, maintenance, reception cover, Hosting Members and visitors, post room and general office services, procuring and monitoring of service contracts and premises acquisition and fit-outs. |

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| **JOB PURPOSE**  To provide and maintain a prompt andefficient front of house, reception, hospitality and meeting rooms to MPS staff and visitors. |

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| **RESOURCES MANAGEMENT**  **Reports to:** Facilities Manager (Leeds) |

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| **KEY RESPONSIBILITIES**   * Liaising with front of house reception and communicating with the staff, who are due to meet with members and escort them from reception to meeting room area. * Maintaining the meeting rooms and their audio visual components to a very high standard. * Provide and maintain refreshments and appropriate hospitality to visitors for meetings. * Advise members and visitors on transport issues on departure. * Provide reception cover during annual leave, illness and busy periods. * Liaising with Facilities regarding meeting room set up and fault reporting. * Booking lunches on behalf of departments and ensuring lunches are received and cleared after use. * Maintaining stock of supplies/stationery necessary for the efficient functioning of meeting   room suites.   * Taking telephone calls from staff, contractors and visitors as required. * Updating the Fire Registers, keep ID cards updated, order flowers, book taxis, Archiving, receive Travel Documents. * Undertaking other duties and responsibilities commensurate with the grade of the post, as directed by the Line Manager. |

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| **MAIN JOB REQUIREMENTS AND PERSON SPECIFICATION**  **Specific Experience:**  **Required**   * Knowledge of general administration skills and reception duties and experience of customer service and hospitality provision. * IT Literacy. * MS Word, Outlook and Excel.   **Abilities/Skills/Knowledge:**  • The ability to communicate well at all levels including excellent telephone manner.  • A polite and friendly manner and a proven track record of excellent customer service skills.  • Good attendance and punctuality.  • The ability to work on own initiative and as part of a team and to respond well to pressure.  • Flexibility in working hours for example the role would have to provide full time  cover for the afternoon receptionist for annual leave and sickness when required.  • The ability to deliver a high quality service and commitment to improvement.  • Computer literacy and knowledge of Microsoft Office.  • Good English oral and written skills.     * Will be required to wear a corporate uniform during working hours |

**I confirm that this is a true and accurate reflection of this job**

**JOBHOLDER signature:**

Print Name:

Date:

**LINE MANAGER/SUPERVISOR signature:**

Print Name:

Date**:**

**HEAD OF DEPARTMENT (if different from Line Manager above) signature:**

Date: