JOB DESCRIPTION

Job Title: Receptionist
Location: QVSR – London
Report to: Welfare & Housing Manager
Position Type: Two options: (1) Casual (2) Fixed Term Contract maternity cover 21 hours
Hours of Work: On Rota basis
Start Date: ASAP

Role Overview

The Receptionist will be a highly organised individual with strong interpersonal and administrative skills representing QVSR as the first point of contact for service users, visitors, and staff. The post-holder will support the team manager in providing logistical support to the welfare department and cross-functionally as needed.

Key Duties & Responsibilities

- Take full ownership of the reception and all associated areas such as the front of the building, reception lobby and main hallway, making sure that they are always kept in the best possible order, liaising with housekeeping, maintenance and other departments as deemed necessary.
- Ensure that the reception area is always manned, tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Greet and welcome all visitors/contractors and ensure proper recording and issuing of passes.
- Promote QVSR by creating positive first impression and ensure QVSR grooming standard to project a professional image.
- Ensure that the service levels are maintained to the highest degree and attention is paid to residents to ensure that they receive the desired level of service.
- Monitor who accesses the building and to be aware of people's movements within the reception area at all times.
- Ensure that all internal and external calls are handled in timely and professional manner.
- Ensure that professional telephone techniques and etiquette are used at all times, taking messages when appropriate.
- Possess full knowledge of QVSR facilities and services. Also, to be familiar with QVSR daily and monthly activities and make sure that local area information is made available for residents and visitors.
- Ensure proper handover at the start and end of each shift and ensure all the required information is explained and passed on.
- Ensure proper handling of QVSR deliveries in timely and efficient manner.
- Operate and monitor QVSR post/mail procedure for both residents and the business.
- Ensure proper cash handling procedures are carried out, including service charge payment, cash/token float and that any discrepancies are recorded and investigated.
- Operate and monitor the system in place for the hire/use of all QVSR facilities, equipment and accessories and ensure residents' feedback is recorded and reported for continuous improvement.
- Accurately process residents' service charge payment by using resident accounting system.
- Attend to all requests from residents, visitors and staff as needed and ensure proper handover and follow up.
- Report and monitor all housekeeping and maintenance issues, making sure that the complete and accurate information is entered on Helpdesk.

- Update QVSR Lost & Found and log sheet to ensure correct procedure is always followed.
- Take responsibility for all reception folders and files (admin) and ensure they are kept tidy and in good condition, replacing/updating as required.
- Provide administrative assistance to other departments as required; e.g. placing signs, invoice recording, completion of weekly and monthly sales monitors, printing sandwich labels, posters, log forms etc.
- Be aware of QVSR functions and meetings and provide any administrative assistance as required.
- Provide a welcoming and professional reception to organizers and attendees of external meetings/functions being held at QVSR.
- Monitor QVSR vehicles and parking spaces and ensure all visitors' parking requests are arranged.
- Provide feedback from residents on the quality of the reception service to the Reception Team Leader/Front of House Manager.

Other Duties

- Attend reception communication meetings including monthly meetings and to take any departmental project or initiatives.
- Take responsibility for own learning and attend internal and external training in consultation with the line manager.
- All employees are expected to comply with General Data Protection Regulation (GDPR) and the Health and Safety at Work Act and to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

Competencies

- At least 2 years' experience in a Receptionist / Administrator role in a serviced apartment, hotel or corporate environment
- Excellent oral and written communications skills
- Educated to GCSE / A Level standard or equivalent
- Professional attitude and appearance
- Excellent organisational skills and working knowledge of Microsoft Office Suite
- Knowledge of First Aid and Health & Safety

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.