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| ROLE PROFILE | | | |
| Job title | Receptionist / Front of House Administrator | Date | July 2025 |
| Business | Melton Foods | | |
| Department | People Team | | |
| Location | Melton Foods | | |
| ROLE SUMMARY (main purpose) | | | |
| This role is based on Reception with the primary purpose to welcome visitors to site, support arrangements for customer visits, act as first point of contact with visitors and liaise with security. The Front of House Administrator will need to be professional and welcoming at all times.  This role will also provide HR and general administration support for colleagues and managers within the People Team and Site Leadership Team (SLT) along with managing the site stationery provision, raising orders on the purchase ordering system, organising and running site celebration events. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | People Lead | | |
| Direct & indirect reports | None | | |
| Key internal stakeholders | SLT, People Team, Managers, Visitors, All colleagues | | |
| Key external stakeholders | Visitors, Chetwode House, | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * The ability to create mail merges (letters and labels) to support People Team activity * Responsible for managing the pool car booking out system * Issuing car passes and the maintenance of the car pass database * Responsible for monitoring and creating new starter folders and goodie bags * Provide general administrative support to assist the smooth running of the People Team * Responsibility for Special Birthdays process (identifying, maintaining and organising the process) * Responsibility for issuing instant rewards as part of the Company’s recognition scheme. * Responsibility for ad-hoc Admin Tasks (flowers, taxi’s. hire cars, travel arrangements) * Answering all incoming calls and greeting all visitors and contractors in a friendly and efficient manner * Ensure all messages are distributed accordingly either face to face, by email or by tannoy * The ability to remain calm under pressure * Support the fire evacuation procedure * Maintain excellent communication skills with the ability to deal with all levels of management and VIP’s * Maintain a professional appearance at all times * Ensure appropriate paperwork is completed before visitors and contractors are able to enter the bakery * Ensure that all incoming post is distributed efficiently * Ensure that all outgoing post is sorted ready for collection * Maintain a high standard of housekeeping within the reception area * A proactive approach to achieving the highest of standards * Understand and adhere to relevant Standard Operative Procedures (SOP’s) * Responsible for maintaining Reception Standard Operative Procedures (SOP) * Responsible for the franking machine, ensuring that this has sufficient money on for all post * Responsible for managing the site stationary provision | | | |
| QUALIFICATIONS, EXPERIENCE, SKILLS / KNOWLEDGE | | | |
| Qualifications | Maths and English GCSE pass marks (essential) | | |
| Experience | Strong administration skills are required (essential)  Experience working with telephone system (desirable)  Experience working with ordering system/s (desirable) | | |
| Skills/ Knowledge | Excellent written and spoken communication skills (essential)  Strong admin abilities with the ability to plan and organise workload (essential)  Ability to think on feet and remain calm within fast paced / changing environment (essential)  Good knowledge of Microsoft Word, Excel and Outlook (essential)  Be articulate and numerate with a high degree of attention to detail (essential)  Ability to work flexibly (desirable) *[Expected working hours 8am-4:30pm]* | | |
| PERSONAL ATTRIBUTES & BEHAVIOURS | | | |
| Friendly, personable, ability to build good working relationships with visitors, couriers, colleagues and managers in line with the Samworth Brothers Values (we are a family, we make things happen and we take pride) | | | |
| COMPETENCIES FOR SUCCESS | | | |
| Competency | Descriptors | | |
| Values People | Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times | | |
| Customer Focus | Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success | | |
| Flexibility and Adaptability | The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs | | |
| Resource Management | Effectively manages resources and cost drivers to achieve sustainable productivity and profitability | | |