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| ROLE PROFILE | | | |
| Job title | Receptionist | Date | January 2025 |
| Business | Samworth Brothers Supply Chain | | |
| Department | People Team | | |
| Location | Leicester, Oak Meadow | | |
| ROLE SUMMARY | | | |
| As the first point of contact for the SBSC you will be required to provide first class customer service whilst maintaining a professional manner when interacting with visitors, colleagues and third parties, either in person or on the telephone to reflect the Company’s quality image. The role also involves administrative and stock ordering tasks so therefore requires someone with good computer and organisational skills with attention to detail. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | People Lead | | |
| Direct & indirect reports |  | | |
| Key internal stakeholders | SBSC Teams, Colleagues from other Samworth Businesses, Visitors | | |
| Key external stakeholders | Customers, Suppliers | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * To answer SBSC switchboard whilst on site, taking and passing on messages quickly and accurately or directing calls to correct areas. * To greet visitors and assist them with the booking in process where required * To own and manage the stationary cupboard, ordering items to restock where required * To handle all incoming and outgoing post ensuring mail is delivered to the right areas or sent out on time. * To support with administrative tasks such as filing and etc. * To liaise with relevant team/manager to ensure the smooth running of any visits * To book accommodation and arrange travel * To own the printer issues log and liaise with suppliers * To raise Purchase Order numbers as requested * To own all other tasks as assigned | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| * Previous reception/customer service and administrative experience desirable * Excellent communication/telephone skills * Computer literate, including Microsoft Word, Excel, PowerPoint, SharePoint, Outlook & Office 365 * Numerate & Literate to National Level 2 Standard | | | |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS 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* | | |
| Collaborative Team Working | *The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism.* | | |
| Flexibility & 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.* | | |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism.* | | |