

|  |  |  |  |
| --- | --- | --- | --- |
| ROLE PROFILE | | | |
| Job title | Receptionist | Date | March 2025 |
| Business | Samworth Brothers | | |
| Department | People Team | | |
| Location | Manton Wood | | |
| ROLE SUMMARY | | | |
| Provide an administration service to the site and supporting with People Team related activities when required. Lead the Community Engagement Project, ensuring Samworth Brothers are present within the local community. The first point of contact for all visitors, the receptionist will need to be professional and welcoming at all times. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | People Lead | | |
| Direct & indirect reports | None | | |
| Key internal stakeholders | SLT, People Team, Department Managers, Colleagues | | |
| Key external stakeholders | Group Visitors, External Visitors, Contractors | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * General administration for site * Greet & manage all internal or external visitors and contractors in a friendly and efficient manner * Process, distribute and manage the site post. Including being responsible for the franking machine * Be a Community Champion for the site, leading fundraising and donation activities to ensure Samworth Brothers are present and supporting the local community * Maintain a high standard of housekeeping within the reception area * The ability to create mail merges to support with site letters/post * Managing the pool car booking system and car-hire bookings for the site * Managing the Car Davis database * Manage travel arrangement and accommodation bookings for the site * Collate weekly movements for the site * Assist and provide general administrative support to the People Team, when required * Support with site interviews, welcoming the candidate, liaising with appropriate interviewer and providing relevant forms * Attendance of the 6-weekly MWCC Forum, capturing and updating notes/actions, circulating announcements & managing the booking of each forum * Arrange off-site and on-site meetings/conferences., and associated catering requirements * Keep the site noticeboards tidy and up to date * Included in the monthly H&S audit rota * Updating and circulating the site telephone list * Manage room-bookings for site * Maintaining office printers, including arranging services and repairs * Collate and circulate the Weekly Brief (site newsletter) * Maintain site bottled water supply * Maintain the stock of the 2 kitchens | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| * Previous experience as an Administrator/ Receptionist * Ability to work towards and achieve deadlines * Administrative skills * Excellent written and verbal communication skills with all levels * IT skills: Outlook, Word, Excel, Powerpoint * Organised, high level of accuracy, tenacious and responsible | | | |
| 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.* | | |
| Drive for Excellence | *Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.* | | |
| Resource Management | *Effectively manages resources and cost drivers to achieve sustainable productivity and profitability.* | | |
| Technical Expertise | *Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop.* | | |
| Self-Management | *Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that own time, priorities and resources can be managed to achieve goals.* | | |