



JOB DESCRIPTION

POST TITLE: RECEPTIONIST – LAURISTON HOTEL
(32 HOURS)
POST NUMBER: IEIREQN00021
GRADE: IEI SCALE

JOB PURPOSE

To act as the centre receptionist and to provide administrative support to the Hotel in relation to all aspects of maintaining documentation in respect of client procedures. To ensure the provision of relevant information in response to client enquiries.

SPECIFIC RESPONSIBILITIES/DUTIES

Reception

- To be the first point of contact for external and internal enquiries.
- To receive and record all verbal and telephone enquiries and where necessary pass to the relevant member of staff.
- Make external telephone calls when required by centre staff to arrange meetings, appointments, etc.
- To record all enquiries and referrals in line with Information and Advice standards to meet internal and external quality standards.
- Receive record and distribute incoming mail.
- Record and despatch all outgoing mail.
- Ensure visitors/clients sign in/out in accordance with Fire Regulations.
- Any other duties that ensure the smooth running of the Reception area, including the meeting and greeting of visitors to a high customer service level.
- The post holder will be required to undertake duty management shifts on a rostered basis.

Administrative Support

- Process and supply accurate information relating to the Centre client.
- Procedures including the maintenance of Client files.
- Ensure the accurate and timely recording of statistical information relating to client procedures and outcomes.



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- Maintain accurate documentation/client records for internal and external audit.
- To assist with any other tasks as and when required.

GENERAL RESPONSIBILITIES

- Co-production: Apply the values of co-production to all that we do.
- Quality: To work to internal service level agreements, processes and procedures, corporate standards and external quality standards. To contribute to and participate in the quality self assessment process, customer service audits, development of Service Procedures and Service Level Agreements.
- Operation: To work with and alongside other departments to ensure the guest experience is seamless, problem solve using own initiative and report any issues to the Assistant/General Manager.
- Health & Safety: To ensure that all work is undertaken in accordance with and safety legislation rules and regulations. To follow procedures and be aware of matters that relate to the duties of the post.
- Performance Management: To actively participate in the organisation's performance management processes including probation, appraisals and work reviews.
- Learning and Development: To be responsible for identifying and undertake training and development activities as agreed with your line manager.
- Use of Resources: To ensure value for money and best use of resources in the role and all activities related to the hotel.
- Diversity: To adhere to and support the hotel's core values and carry out all responsibilities within accordance with the Equality and Diversity Policy.
- Other: The post holder may be required to undertake other duties deemed appropriate for their grade as directed by their line manager.

SUPERVISION RECEIVED

The post holder will report to the Assistant Manager.

CONTACTS

Internal and external clients and employers, staff within the organisation.



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HEALTH AND SAFETY

All members of staff have a duty to maintain the safe and clean conditions of their workplace area and to cooperate with Inspirational Events and Investments Ltd on matters of health and safety. This will include assisting with risk assessments and carrying out appropriate actions as required. Staff are required to refer to Inspirational Events and Investments Ltd's Health and Safety Policies in respect to their specific duties and responsibilities.

CONDITIONS OF SERVICE

The Inspirational Events and Investments Ltd standard Contract of Service for staff applies.

SALARY

IEI Scale, Point 7: £17,386.67 per annum (actual).

HOURS

Hours of attendance: Part-time, 32 hours per week.

Annual leave: 24.5 days per annum, inclusive of statutory bank holidays (actual).

Inspirational Events and Investments Ltd is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Experience in administrative/receptionist role or equivalent.		✓
Good standard of general education, to include Maths & English.	✓	
Experience of working in a customer focused environment.	✓	
3* Hotel experience in similar experience.	✓	
Experience of working in a customer focused environment.	✓	
Good standard of Microsoft Office skills including Word Access and Excel.	✓	
Able to work well individually and as part of a busy multidisciplinary team.	✓	
Positive and professional approach.		✓
Must have the ability to remain calm whilst working under pressure.	✓	
Able to query databases and manage information systems.		✓