

Job Title: Receptionist
Location: Leeds
Department: Operations
Reports to: Operations Manager

We're recruiting for a part time receptionist to join our warm and friendly team.

You will be responsible for delivering an excellent standard of service to colleagues, clients and partners as well as administrative support to the operational areas of the business.

You will be a polite, friendly and experienced receptionist who maintains a smart and professional appearance. You will have a passion for delivering excellent customer service and administrative support to both clients and colleagues. You will be a team player, who is committed to contributing to team objectives and will need to be comfortable with completing day to day admin tasks as well as undertaking ad hoc duties as well as having good computer skills.

You should be able to prioritise your own workload and able to work efficiently whilst maintaining excellent attention to detail.

This role will be split with another receptionist and some flexibility may be required to cover annual leave/sickness.

Reception

- Ensure reception is attended between 08:30 to 13:30 (a degree of flexibility will be required)
- Manage PPE and other reception related stock items
- Answer calls and emails in a professional and timely manner being first point of contact for the client
- Oversee mailroom functionalities, incoming mail and distribution as well as preparation/sending of outgoing mail.
- Demonstrate excellent client service and be a front facing ambassador for the firm
- Greet clients and visitors to the building with a positive, helpful attitude
- Answer phones in a professional and timely manner, screening calls and routing as necessary
- Sort and scan incoming post and assign to relevant individual using our practice management system
- Ensure knowledge of staff movements in and out of the organisation
- Monitor visitor car parking and maintain rota of spaces
- Ensure meeting rooms are presented according to the Client Journey standards

- Provide refreshments for meetings
- Helping maintain workplace security by issuing, checking and collecting visitor passes as necessary as well as maintaining visitor logs
- Book and prepare meeting rooms
- Acknowledge receipt of courier parcels and client documentation, log and distribute
- Responsible for loading/unloading the dishwashers
- Keep a safe and clean reception area
- Keeping basic office supplies stocked and accessible to visitors, such as pens and notepads

Administration

- Input and update client records on our practice management system
- Supporting the BD and Marketing team with events duties including, but not limited to, set up and breakdowns, booking meeting rooms, guest list management, event registration, sending parking confirmations, producing name badges and supplying refreshments
- Stock management of marketing materials in Reception & Meeting Rooms
- Supporting the admin team with archiving of old files and records
- Completing ad hoc administrative tasks

Skills

- Experience as a receptionist or similar role
- Committed, flexible, team player with excellent communication skills
- Professional appearance, with good manners and a willingness to provide a quality service to our clients
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organisational skills
- Multitasking and time-management skills, with the ability to prioritise tasks

How to Apply

To apply, please send a copy of your CV and a Covering Letter to:

careers@hentons.com