

CCIServicesLimited

Receptionist (part-time)



Cambridge Conservation Initiative, David Attenborough Building, Pembroke Street, Cambridge. CB2 3QZ

Job title:	Receptionist
Salary:	£17,000 - £20,000 (Full-Time equivalent)
Hours:	Two positions: 1 x 18 hours (Mondays, Wednesdays, Fridays: 08:00 – 13:00) 1 x 15 hours (Mondays, Wednesdays, Fridays: 13:00 – 18:00) Occasional additional hours and overtime available
Reports to:	Senior Receptionist
Duration:	1 year (maternity cover)
Summary of role:	<ul style="list-style-type: none">To support the Senior Receptionist in delivering a welcoming front of house experience at Reception, providing a friendly and professional service to users of the CCI Campus.
Key responsibilities:	<ul style="list-style-type: none">Reception support: To provide a friendly and professional front of house experience for staff and visitors. Provide secondary support to the reception provision, providing back-up and cover where necessary for all functions delivered under the reception role and supporting the Senior Receptionist in their role, as necessary.Telephone: Handle telephone enquiries, providing a professional and courteous service.Key contact point: Ensure collections and deliveries, service requests and internal information management dissemination are delivered appropriately and effectively, maintaining data and providing a reference point for staff queries.Visitor management: Greet visitors to the building, ensuring sign-in, issuing of visitor passes and visitors being directed as appropriate; notifying the host party and ensuring visitors are collected from reception.

	<ul style="list-style-type: none"> • Assist to manage pool bike scheme: operate pool bike scheme, ensure forms are up to date forms and bikes are effectively maintained. • Disseminate information: Provide general information about the building, CCI and the local environment to staff and visitors. Advising staff on operating systems and incident handling / reporting. • Maintain tidy entrance: Ensure reception desk and reception foyer is kept clean, tidy and presentable, and ensure information displays are maintained and kept up to date. • Post: receive and distribute incoming post / parcels etc. Manage the process for collection and receipt of deliveries to the building, making these available to partner organisations for collection in a timely fashion. Manage the outgoing postal process, including the franking of mail, for all partners in the building. Act as a collection and drop-off point for booked courier services. • Fire Warden/First Aider: Act as a fire warden or first aider, as necessary, after appropriate training. • Room booking: Support the room booking system, dealing with conflicts / reallocations where necessary, and managing bookings for the main seminar rooms, as appropriate. • Events: Support events delivered within the building by providing logistical support, identifying and monitoring recommended suppliers and providing assistance with way-finding, as appropriate.
<p>Essential skills and experience:</p>	<ul style="list-style-type: none"> • Excellent communication skills and the ability to get on well with people; • Strong customer service focus; • Good telephone manner and an open, friendly and approachable greeting style; • A good level of English, both written and verbal and sound numeracy. • Ability to manage competing demands and remain calm under pressure. • Previous experience of operating a switchboard and representing an organisation 'front-of-house'; • A good level of skill in the use of general office packages, such as Microsoft Word, Outlook and Excel. • Ability to take initiative and work autonomously without significant supervision. • Willingness to learn and use other application packages and databases as required to support the role. • Commitment and enthusiasm, with the willingness to work flexibly to support events and ensure appropriate office cover.
<p>Desirable skills and experience:</p>	<ul style="list-style-type: none"> • Health & Safety qualification. • First aider qualification. • Previous fire warden / marshal experience.