

UNLOCKING POTENTIAL
TRANSFORMING LIVES



JOB DESCRIPTION & PERSON SPECIFICATION

Job Details

Job title	Report to
Receptionist	Facilities Manager
Location	Department
SPSC	Corporate Services
Hours of work	Number of hours
Shift Work	17.5
Job role status	Is C&R/PPT a requirement?
Non-Operational	None
Pay band	Does this role attract any additional allowances (e.g. on-call allowance, RRA)?
B	N/A

Job Description

Job Purpose	
This role is the first point of contact for SPSC customers. The postholder as part of the Facilities Team will be responsible for the provision of a professional front of house service, ensuring each customer's experience creates a positive impression of SPSC and meets their expectations. This will also include the administration of bookings, switchboard operations and ensuring the effective operation of the SPSC front of house	
Key Responsibilities of the Role	
1	To provide a front of house reception service, meeting and greeting customers (both SPS and partner agencies) and providing first point of contact.
2	To manage the main switchboard and key safe as per SPSC processes and ensure the reception area is secure and free from hazards.
3	To be part of the team responsible for booking and allocating training rooms, bedrooms, tracking and monitoring to ensure the maximum use of available space; recording usage and collecting data daily for reporting to the Facilities Manager on a monthly basis.
4	To be part of the team checking that all training rooms are set up prior to the start of each event; confirming with customers/facilitators that room set, delegate numbers etc are requested in the booking form; confirming final numbers with Catering Manager prior to 10.00am
5	The post holder will be required to set up the training room, rearrange furniture as requested and ensure resources are in place and/or replenished as required when covering for annual leave for other members of the team.
6	The post holder will be part of the team responsible for maintaining stationery stock levels and re ordering via the Facilities Manager.

Person Specification

Criteria	Essential Desirable	or
Qualifications		
Minimum of two National 5 at Grade C or above (including English & Maths/Arithmetic) or equivalent qualifications or relevant experience.	Essential	
Relevant customer service qualification (min level SVQ 2) or evidence of further qualification/professional development in reception/hospitality or equivalent.	Desirable	
Knowledge, Skills & Experience		
A good understanding of the key elements of Professional Customer Service.	Essential	
Experience in using Microsoft Word, Excel and associated software packages.	Essential	
Experience as a receptionist in a hotel/hospitality environment	Desirable	
Behaviours		
Listen & Communicate	Essential	
Plan & Organise	Essential	

Selection Methods

Selection Methods	
1	Interview

