

**Job Description**

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| **Job Title** | Receptionist |
| **Salary**  **Responsible To** | £8.45/ hour – 38 hour week  Holywell Trust Board of Trustees |
| **Reports To** | Director, Holywell Trust |
| **Post Commences** | September 2017 |
| **Summary of Main Responsibilities** | The tasks of the Receptionist are to greet visitors to the HOLYWELL – DiverseCity Community Partnership building and to answer and direct phone calls to the building. To sort and distribute mail. To manage the reception area and ensure that it is presentable at all times. |
| **Principle Duties & Tasks** | Reception Duties   * To deliver friendly efficient customer service and to create a warm atmosphere for all workers, clients and visitors to the building. * To be aware of all activities taking place within the building. * To receive and distribute all post received to the building. * To staff the front reception desk at all times. * To deal with all enquiries in a professional and courteous manner in person, by email and by phone. * Assist other staff in ensuring that the needs of all users of the building are met. * Assist in keeping the reception area, and wider ground floor, clean and presentable. * Managing event ticket and book sales. * Assist in the preparation rooms for meetings and events. * When required to prepare refreshments for meetings. * Carry out any other duties which are deemed appropriate to the job. |