**Job Title: Afternoon Receptionist**

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| **Role Purpose (position scope)** |
| To provide Reception cover between 12.30 hrs to 16:30hrs Monday to Friday and ensure key responsibilities are carried out as detailed below.When morning receptionist is on leave work the morning shift as overtime or AM shift only |

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| **Line Manager** | **Dotted Line** | **Direct Reports** | **Dotted Line** |
| Site Services Manager | None | None | None |

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| **Key Responsibilities** |
| * Safety first. Operate at Draken Europe in accordance with the SHE Technical standards. Identify where the SHE Technical Standards are applicable to appointed operations/tasks and apply safe systems of work identified.
* Greet visitors and ensure security arrangements for visitors/deliveries are in line with Company policy and procedures.
* Answer in-coming calls and deal with all enquiries in a professional and courteous manner.
* Maintain tidiness and cleanliness of the reception area to ensure a professional first impression for visitors.
* Manage the post room and sort the incoming mail to the relevant slots and ensure the outgoing mail is prepared and franked ready for the daily Royal Mail collection.
* On arrival, issue visitor and contractor ID/Access control passes.
* Issue new starter employees ID passes and on termination of employees, delete details from system.
* Point of Contact for First Aid emergencies and to co-ordinate initial presence at required location.
* Book pool and hire cars when required and ensure the related paperwork is issued and the associated fuel card is allocated.
* Issue gate fobs to employees and contractors for airside access and to arrange an escort, if necessary.
* Carry out administration work for the Site Services manager as required
* Any other duties that are reasonably requested by management within the capability of the incumbent.
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| **Key Deliverables** |
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| **Core Skills** |
| * Essential
	+ PC and IT literate: Outlook, Word, PowerPoint, Excel
	+ Customer and Supplier Facing Skills
	+ High degree of integrity and confidentiality
	+ Highly organised, be able to prioritise busy and varied workload
	+ Good standard of English
	+ Flexibility
* Desirable
	+ Professional secretarial/administration qualification
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| **Key Measures** |
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Job Holder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_