



**JOB DESCRIPTION**  
**RECEPTIONIST**

**STAGE ONE**  
**CREATIVE SERVICES LTD**

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## **SALARY**

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£20,000- £22,000 depending  
on experience

## **HOURS OF WORK**

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8.00-5.00pm, occasional  
overtime may be required

## **CONTRACT**

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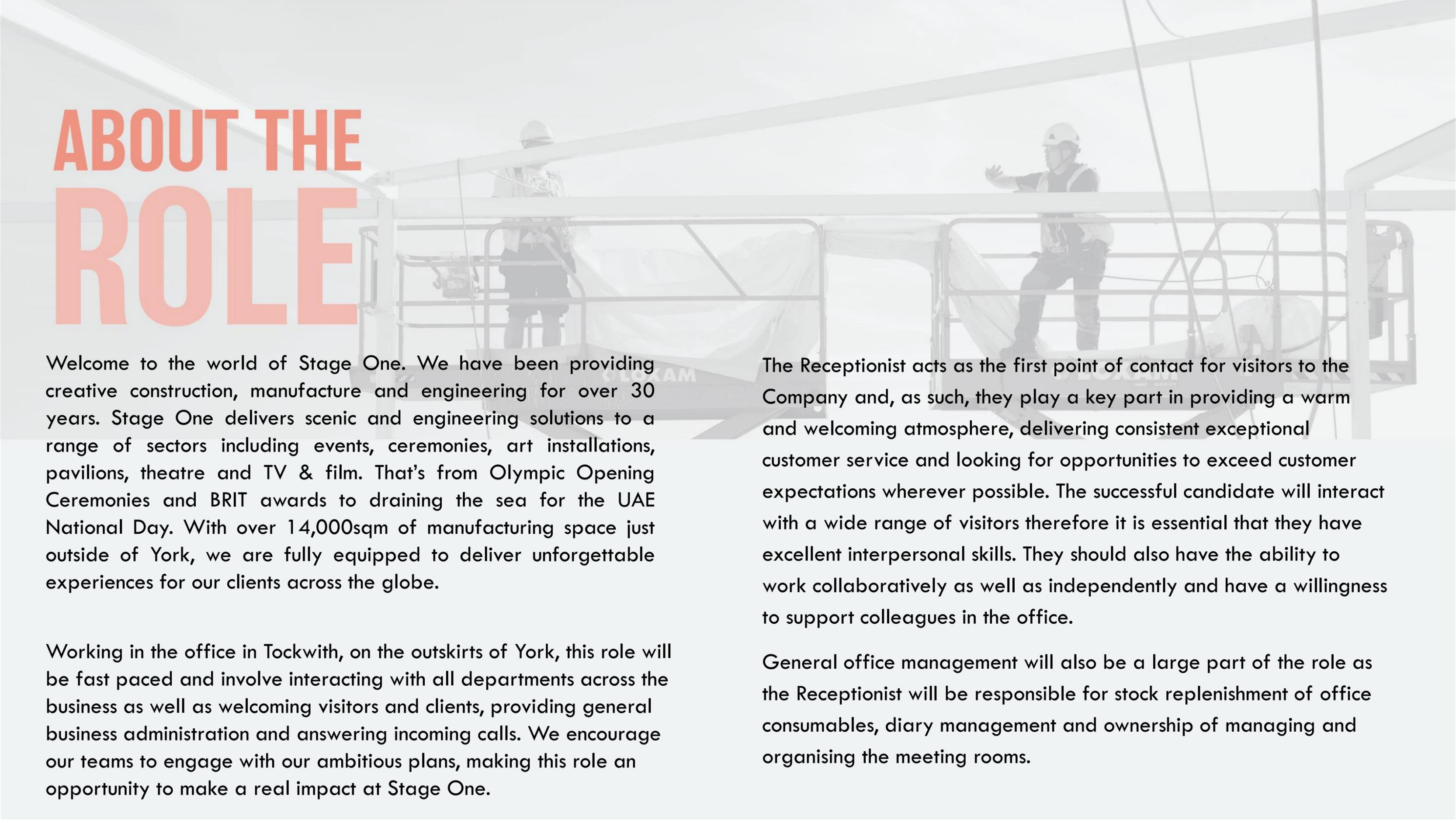
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## **LOCATION**

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Tockwith, York, United Kingdom.

# ABOUT THE ROLE

The background image shows two construction workers in safety gear standing on a metal platform or scaffolding. They are positioned on either side of a large, white, draped structure that appears to be part of a construction project. The scene is brightly lit, suggesting an outdoor or well-lit industrial environment.

Welcome to the world of Stage One. We have been providing creative construction, manufacture and engineering for over 30 years. Stage One delivers scenic and engineering solutions to a range of sectors including events, ceremonies, art installations, pavilions, theatre and TV & film. That's from Olympic Opening Ceremonies and BRIT awards to draining the sea for the UAE National Day. With over 14,000sqm of manufacturing space just outside of York, we are fully equipped to deliver unforgettable experiences for our clients across the globe.

Working in the office in Tockwith, on the outskirts of York, this role will be fast paced and involve interacting with all departments across the business as well as welcoming visitors and clients, providing general business administration and answering incoming calls. We encourage our teams to engage with our ambitious plans, making this role an opportunity to make a real impact at Stage One.

The Receptionist acts as the first point of contact for visitors to the Company and, as such, they play a key part in providing a warm and welcoming atmosphere, delivering consistent exceptional customer service and looking for opportunities to exceed customer expectations wherever possible. The successful candidate will interact with a wide range of visitors therefore it is essential that they have excellent interpersonal skills. They should also have the ability to work collaboratively as well as independently and have a willingness to support colleagues in the office.

General office management will also be a large part of the role as the Receptionist will be responsible for stock replenishment of office consumables, diary management and ownership of managing and organising the meeting rooms.

# KEY RESPONSIBILITIES

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- Providing a highly professional reception service, meeting and greeting all visitors and clients in a courteous professional manner, ensuring all visitors follow signing in and out procedures.
- Responsible for call handling, field cold callers and ensure all visitors have appointments, taking all sales and general enquiries and ensuring the appropriate people are aware of the messages.
- Responsible for the reception areas being tidy and preparing meeting rooms for client visits / meetings. Meeting rooms are to be tidy and fully stocked at all times including catering, crockery and stationery.
- Ensuring client visits run smoothly from arrival and that the client experience standard is met, managing the booking of meeting rooms, ensuring lunch is provided when required, taxis are booked when required and the meeting room is cleared efficiently.
- Assisting with catering requirements for all visitors to the office.
- Be the main point of call in the office for general enquiries.
- Responsible for stock replenishment of office consumables.
- Raising purchase orders and following GIA procedures.

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- Arranging couriers for collections / deliveries and dealing with all deliveries immediately and distributing the daily post.
- General administration support including data entry, filing, photocopying and housekeeping of files.
- Assist in organising social events including Summer and Christmas party.

# PERSON SPECIFICATION

## QUALIFICATIONS

### ESSENTIAL

- A general education to include 5 GCSE passes at Grade C or above (including Maths and English), or an equivalent educational qualification, or relevant experience

## KNOWLEDGE

### ESSENTIAL

- Knowledge of administrative procedures and processes used in a busy office

### DESIRABLE

- Knowledge of ISO9001

## PERSONAL ATTRIBUTES

### ESSENTIAL

- Positive attitude to work, drive, enthusiasm and commitment
- Ability to remain calm when under pressure
- Strong attention to detail
- Have a flexible approach to working hours, so that these can be arranged to meet the needs of the business, particularly during busy periods of the year
- Willingness to undertake relevant training as appropriate
- Enthusiasm to support other areas of the department as required

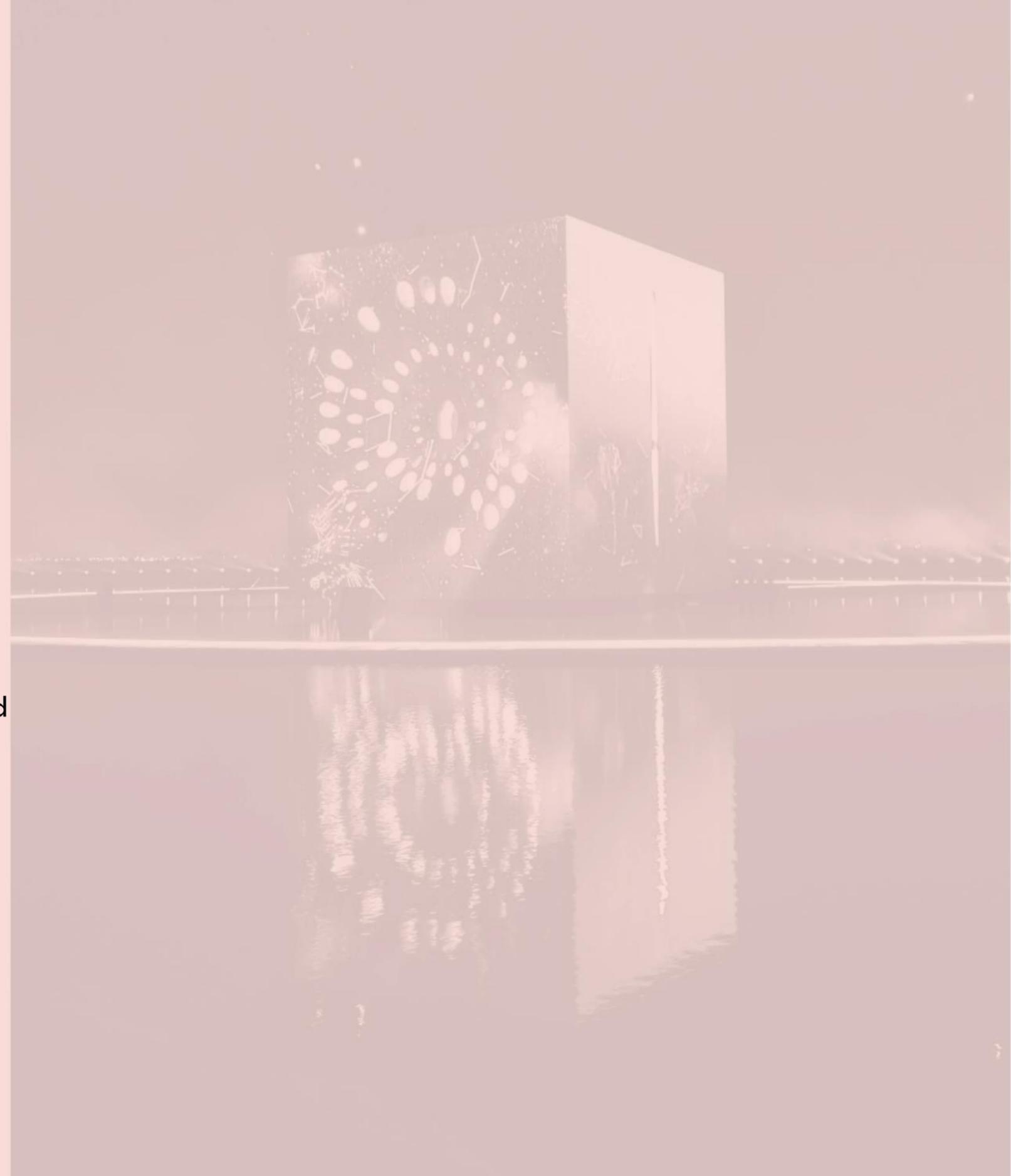
# SKILLS, EXPERIENCE, ABILITIES AND COMPETENCIES

## ESSENTIAL

- Minimum of 2 years' Administration/Receptionist experience
- Previous customer service/client facing experience
- Competent in the Microsoft Office Suite including Outlook and Excel
- Strong communication skills and ability to communicate effectively with a wide range of people
- Excellent time management skills and the ability to effectively organise and prioritise own work and follow procedures in order to produce work to a high standard, to required deadlines
- Ability to multi-task

## DESIRABLE

- Previous experience of theatre/manufacturing/construction industry
- Experience of using internal databases





**INTERESTED?**  
**IF YOU WOULD LIKE TO APPLY,**  
**PLEASE SEND YOUR CV**  
**AND COVER LETTER TO**  
**RECRUITMENT@STAGEONE.CO.UK**