

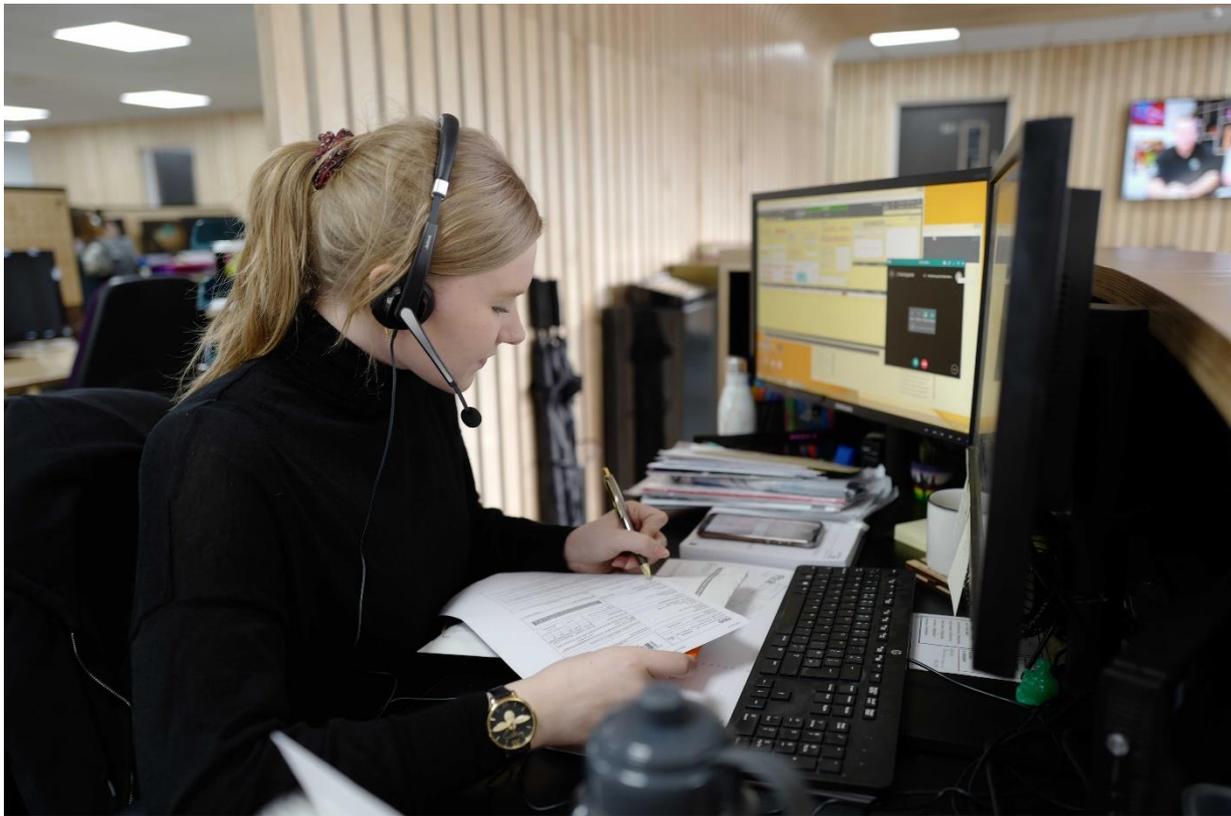


Receptionist

Stage One

Stage One is a multi-disciplined manufacturing facility spread over 12,000Sqm of estate. We have four manufacturing and storage facilities, engineering, fabrication, woodwork, finishing and a specialist manufacturing facility.

Our main office is the hub of the business, from Sales & Marketing to Project Management, CAD, Finance and HR. A big part of the role is directing enquiries across the 60-strong office team to ensure a quick and helpful service to our clients.



Salary:	£17,000-19,000 depending on experience
Hours of work:	8.30-5.00pm, occasional overtime may be required
Contract Type:	Permanent
Based at:	Tockwith, near York, YO26 7QF



Job Description

Receptionist Role:

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:

- Reception - 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 time including catering, crockery and stationary.
- 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.
- 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.
- Responsible for creating and updating office procedures.



Person Specification

		ESSENTIAL / DESIRABLE
Qualifications		
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		Essential
Knowledge		
Knowledge of administrative procedures and processes used in a busy office		Essential
Knowledge of ISO9001		Desirable
Skills, experience, abilities and competencies		
Minimum of 2 years' Administration/Receptionist experience		Essential
Previous customer service/client facing experience		Essential
Competent in the Microsoft Office Suite including Outlook and Excel		Essential
Strong communication skills and ability to communicate effectively with a wide range of people		Essential
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		Essential
Ability to multi-task		Essential
Previous experience of theatre/manufacturing/construction industry		Desirable
Experience of using internal databases		Desirable
Personal attributes		
Positive attitude to work, drive, enthusiasm and commitment		Essential
Ability to remain calm when under pressure		Essential
Strong attention to detail		Essential
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		Essential
Willingness to undertake relevant training as appropriate		Essential
Enthusiasm to support other areas of the department as required		Essential
Recognises the need for change and is forward looking and regularly comes up with new ideas. Has the willingness to adopt new ways of working and to make improvements.		Essential