

Facilities Receptionist

Purpose of the role

To provide front of house support services to the organisation.

Key Accountabilities

Reception Duties

- Provide a professional and welcoming service.
- Ensure that the reception area is covered at all times.
- Operate the switchboard, transferring all calls to the relevant departments.
- Meet and greet visitors for Motability, ensuring that they have been given the relevant health and safety brief and that their host is contacted.
- Meet and greet visitors for other tenants in the building ensuring that they are directed to the relevant office.
- Ensure that the contact database is kept up-to-date.
- Coordinate activities on reception, ensuring that all members of the team that cover are kept up-to-date with any changes in process that are made.
- Organise cover for reception when needed.
- As required, issue petty cash for the department, ensuring relevant paperwork is completed.
- At month end with Finance, complete the petty cash reconciliation.

Administration

- Coordinate the supplier's database records and associated documentation, for example, annual RAMS and liability insurance.
- Maintain the visitor, contractor and employee temporary pass issue register ensuring that all passes issued are returned.
- Coordinate employee extra services, for example, Stress Solutions.
- Keep the literature stock sheets updated.
- Book and monitor all meeting room requests, including hospitality requirements.
- Assist with costing reports as required.
- Order and log all car booking requests, checking with the Operational Lead for confirmation that the end user has completed their driving risk assessments and license checks. Book the pre-vehicle check with the relevant team member on duty.
- Inform the insurance company of any rental vehicles that have been delivered.
- Assist the Contracts and Administration Lead and/or Facilities Manager with projects as requested.
- Ensure that new starters have a scheduled health and safety induction booked and issue out the car park passes, keeping the log updated.
- Coordinate the Facilities end of month admin procedures.
- Coordinate the Motability car park register.



Helpdesk

- Use the Helpdesk system to an extent that you can monitor, input, respond and react to work requests and complete these within the given SLA timescales.
- Log and issue all jobs to the relevant member of the team ensuring that the most appropriate SLA timeline is set.
- Provide input and feedback on open jobs, update system with details of actions taken and close jobs.
- Receive job requests from Motability employees via email, telephone and verbally and log these to the system.
- As requested, book couriers ready for mailing collections.

Hospitality

- As requested place orders for hospitality items.
- Order buffets requested by employees, ensuring that a PO has been raised.
- Contact the vending company to report any faults on the machines, liaising with the Contracts and Administration Lead with any issues.
- Maintain the buffet booking log ensuring this is kept up-to-date.

Health and Safety Duties

- Issue and collect visitors and contractors door passes, ensuring all logs are updated.
- Ensure that all Motability guests are aware of our health and safety visitor information.
- Ensure Motability contractors have accepted RAMS and have filled in relevant paperwork signed by an approved member of Motability before commencing work.
- In the event of a Business Continuity or Disaster Recovery situation, assist the Facilities Manager in the administration and front of house services.
- Regularly check first aid equipment stored in the emergency Grab Bags ensuring that items are in date and any expired items are reported to the Operational Lead.

Other Duties:

- Any other duties that may be required by the business that the post holder is qualified to perform.

Skills, Qualifications and Experience

Essential:

- Educated to GCSE Level or equivalent including English and Maths.
- Experience of FM based Helpdesk systems.
- Good knowledge of record keeping and filing systems.

Desirable:

- Experience in administration.
- Experience in front of house duties.



- IOSH Working Safely trained.
- ECDL to intermediate level.
- Experience of managing an electronic archiving and filing system.

Reporting line

- Reports to: Contracts and Administration Lead.

Direct Reports:

- None.

Resources, scale and scope of role, location and any travel factors:

- Jobholder must take reasonable care of their own health and safety and that of others who may be affected by their actions, and must comply with all safety instructions or procedures. All equipment is to be used in a safe manner.
- Jobholder must keep up-to-date with legislation applicable to role
- Jobholder will be expected to work out of hours at evenings, weekends and bank holidays at the request of the Facilities Manager.
- Diverse role with an ever-changing environment, workload and demand.
- Jobholder will be required to cover for other members of the Facilities team in their absence.
- Jobholder should at all times look at cost savings across the Facilities budget.
- Post based in Harlow. Occasional travel to meetings, seminars, training courses required.