



JOB DESCRIPTION

Job Title: Receptionist

Reports to: **Depends on Management structure**

Accountable to: **Depends on Management structure**

Job Purpose: To professionally operate the company's switchboard ensuring all calls are answered promptly and efficiently directed to the correct person and greets all customers/suppliers/visitors in a cheerful, enthusiastic and professional manner, making them "feel good" about Redrow.

Scope: Based in the company's Reception area and working mainly on their own, the job holder will welcome and greet both telephone callers and visitors.

Key Responsibilities:

1. Handle phone calls

- Answer the phone in a professional and courteous manner as quickly as possible, ideally within 4 rings.
- Determine the purpose of callers and forward the call to the appropriate person or department or interact with the caller on behalf of Redrow Staff.
- Transfer calls as needed.
- Take accurate message from clients wishing to be called back. Deliver these messages to the appropriate member of staff.

2. Visitor Liaison

- Welcome on-site visitors in a professional and courteous manner. Determine the nature of business and announce visitor to the appropriate person or department.
- Keep track of key peoples movements within the building and when they are working away from the office.
- Create good impression of Redrow with your visitor at all available points of contact.

3. Other Duties

- Open the morning post and distribute to appropriate Departments.
- Ensure sure post and DX are picked up at appropriate times.
- Arrange couriers for Urgent Packages.
- Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
- Keep the reception area tidy.

- Maintain log of staff in the building; and visitors signing in/out book.
- Help other departments with administration duties
- Receive goods/services into reception and keep a log of deliveries/attendance.
- At all time comply with company policies, procedures and instructions.
- Implement new ideas and methods and continue to seek ways of both improving contribution to the organisation's goals and enhancing the reputation of the company.
- Carry out all other duties reasonably required by Head of Department.

Working Relationships:

Effective working relationships are an essential part of daily working life.

The focus in this role is both:-

Internal: Colleagues within Operating Division; and

External: External telephone calls and all Visitors to the Company.

These are illustrative duties and the post holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.