



JOB DESCRIPTION

JOB TITLE: Receptionist (part time, maternity cover)
DEPARTMENT: Facilities Management
REPORTS TO: Head Receptionist
LOCATION: Manchester
DATE: February 2017

Job purpose

To be responsible for delivery of front of house services and processes that support the operation of all sites, setting and ensuring the highest standards customer service and safety for MCFC's employees and customers.

Key responsibilities

- To ensure the delivery of the entire front of house services in relation to the customers including administration, reception, telephone, directing customers, answering enquiries, taking/relaying messages, updating office systems and logging jobs and meeting and greeting office visitors.
- To support the facilities management in relation to providing administrative support, financial support, telephone/radio support, managing mail/deliveries and booking internal spaces.
- To ensure that the weekly planning and day to day administration and front of house operation is to the highest standard, in line with health and safety compliance and best practice.
- Monitoring and managing the day-to-day functions of the facility such as ordering goods, controlling stock levels of consumables, update and maintain inventory's, maintaining office equipment, updating and maintaining office records including health and safety records (hard copy and electronic) as required.
- To provide support to staff in word processing letters, memos, agendas, presentations, reports, diary management and the production of associated materials.
- To support the Facilities Manager in the management of sub- contractors including procurement, monitoring and issuing documentation as and when required.
- To support matchday operations across site.
- Ensure the security of all visitors as appropriate including checking those have accessed the facility without permission, ensuring procedures are followed with regards to signing in and out.
- To attend any function/event as required reporting to the senior MCFC officer on site responsible for the event.



General responsibilities

- To work closely with partners and stakeholders to provide the most suitable facility management services.
- To monitor results, suggest and deliver improvements in the quality of the administrative and front of house services and processes in order to embed operational excellence and drive continuous improvement initiatives working closely with the Office Manager.
- To attend meetings as and when required for the business.
- To be responsible for ensuring all Health and Safety requirements for each task is in line with Health & Safety legislation, guidelines, best practice and MCFC Health and Safety policy.
- To support the Facilities Manager with all internal events.
- To support all the services delivered by the Infrastructure Department including input where required on infrastructure projects.

Key relationships

Internal

- Facilities Management Department
- Customers

External

- Contractors
- Customers
- Key Stakeholders

Scope of job

During your time with the company, the role will consist of working for the Head receptionist on any of the reception desk across the Etihad Campus and City Football Academy sites. Being the first point of contact for all visitors on site and a support to all internal customers both matchdays and non matchdays.

Person Specification

Job Title: Receptionist

Department/Location: Manchester

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc

Essential

- Highly self-motivated with the ability to motivate others.
- Enthusiasm and willingness to be flexible
- Honest and reliable.
- Pro-active and engaging style.
- A winning attitude.
- Strong 'can do' approach.
- Remain calm under pressure.
- High work commitment.

Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc

Essential



- Set and maintain high standards of work performance and deliver quality consistently and efficiently.
- Set and meet clear targets to achieve high performance outcomes.
- Have a clear sense of purpose to drive action and inspire innovation amongst staff.
- Possessing communication skills that are clear, engaging and responsive.
- Maintaining a customer focussed approach to the management of all external relationships.
- Demonstrate a good level of PC literacy.
- Effective time management including planning to achieve around fixed deadlines and problem solving skills using initiative and sensitivity.
- Have administrative and organisational skills.
- Experience of working in a customer service environment preferably front of house telephonist / receptionist work.

General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc

Essential

- Good interpersonal skills
- Have the ability to work in a fast moving environment as a member of a team.

Desirable

- Have the ability to manage several projects at any one time and prioritise their workload.

Experience: proven record of experience in a particular field, profession or specialism. Any period of work required must be appropriate and not excessive.

Essential

- Achieving results and working towards continuous improvement.
- Working on own initiative.
- Work experience in an office environment.
- Good knowledge of Microsoft Office (word, excel, PowerPoint).
- Knowledge of telephone protocol.
- Good standard of written and verbal English.

Desirable

- Business Administration and /or Receptionist NVQ level 2 or 3 desirable.
- Recognised first aid qualification desirable