



Role Profile

Job Title: Receptionist

Reporting to: Senior Office Administrator

Contract period: January to March 2017 (3 months)

Job Purpose

To be IBC's front of house representative and first point of contact via telephone and face to face and to provide support to the IT, HR and Office Functions.

Responsibilities

- To answer IBC's switchboard, answering general queries and transferring calls to relevant departments.
- To meet and greet all visitors and announce their arrival to the meeting host. Ensure their requirements are met at all times.
- To co-ordinate post: distribution of incoming post and deliveries/ organising external post and couriers.
- To co-ordinate IBC's meeting rooms (bookings, food orders, room setup, AV/conference facilities etc)
- To maintain a well stocked stationery room/kitchen supplies and co-ordinate archive and recycling.
- To create/update the procedures/manuals relevant to the office team and contact information for IBC
- To build relationships with office suppliers to ensure effective service delivery.
- To monitor IBC's general email inbox and forward queries to the relevant department.
- To provide general support to the Office Administrator and Senior Office Administrator/HR Advisor when necessary.
- To provide administrative support to other IBC departments where needed

Person Specification

- Be highly organised, efficient and professional with excellent administrative skills.
- An ability to communicate effectively with across all levels and across international boundaries.
- Be well presented, trustworthy and reliable and an effective team player
- Be willing to assume responsibility for output of high professional quality.
- Previous reception experience essential.

Skills

- Excellent time management and organisation skills
- Good customer service skills, patient and calm manner
- Strong IT skills (Word, Excel, PowerPoint, Outlook, Access)
- Ability to multi task with a high work rate and stay calm under pressure

Key competencies

Commerciality & strategic agility	Demonstrates awareness and sensitivity to how own actions link to costs and quality. Works efficiently and effectively plans and prioritises carefully. Understands how own objectives link into team purpose, department, client satisfaction and IBC's overall strategy.
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<p>Driving results and creating solutions</p>	<p>Adopts a 'right first time' attitude to all work activities - focus on getting detail right.</p> <p>Takes responsibility for own decisions, actions and results, deadlines; demonstrates commitment to colleagues.</p> <p>Active listener, gathers the right information to understand problems, situations or opportunities, weighing up alternatives.</p> <p>When appropriate, gets other people involved in discussion before making decisions.</p>
<p>Leadership and managing performance</p>	<p>Takes ownership of work - acts positively on feedback received.</p> <p>Seeks opportunities for self-development in normal day- to-day work as well as through agreed development objectives.</p> <p>Actively seeks feedback on own behaviour, using it consistently to improve personal approach.</p> <p>Actively manages the development of own performance and career.</p>
<p>Collaboration and inspiring change</p>	<p>Works collaboratively to achieve team's goals and willingly helps people from other business areas.</p> <p>Recognises own and others' skills, strengths and abilities and suggests where they can contribute to the team's effort and share knowledge.</p> <p>Is prepared to give up own standpoint in the team's interests when necessary.</p> <p>Treats everyone with trust and respect and encourages open exchange of information.</p> <p>Sets appropriate expectations for internal and/or external collaboration.</p>
<p>Client focus and communication</p>	<p>Client-focussed, keen to deliver a good service and is patient, understanding and proactive.</p> <p>Proactively identifies and delivers improvements to enhance client satisfaction.</p> <p>Maintains understanding of client requirements.</p> <p>Participates, builds rapport with people at work.</p> <p>Is open and straightforward in communication.</p> <p>Learning to be an asset for the IBC 'brand'.</p>
<p>Applying expertise, awareness and innovation</p>	<p>Identifies and highlights ideas/improvements in systems and processes related to own and/or peers' role.</p> <p>Provides support to colleagues during the process of change.</p> <p>Looks for opportunities to save the client time and/or money and increase quality.</p> <p>Adapts to changing circumstances in the business, taking on board the need for change.</p> <p>Removes waste if possible; keeps it simple, never complicates.</p> <p>Is aware of new exhibition/event/service developments in own department, function and/or own specialist field.</p> <p>Demonstrates an awareness of, and interest in, the business market in which IBC operates</p> <p>Is aware of the buying motivations of own clients (both current and new).</p>



Updated: December 2016