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## JOB DESCRIPTION

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<b>Job Title</b>	:	<b>Receptionist</b>
<b>Grade</b>	:	<b>2</b>
<b>Accountable to</b>	:	<b>Regional Secretary's Department</b>
<b>Place of Work</b>	:	<b>Regional Office</b>
<b>Hours of Work</b>	:	<b>32.5 hours per week</b>

### 1. Main Responsibility

- To provide a full reception service at regional office, dealing with all incoming calls to the main switchboard and answering or referring enquiries.
- To welcome visitors by greeting them in person and directing them accordingly.
- To maintain security by following procedures, monitoring the log book and ensuring visitor compliance with processes and procedures.
- To ensure that all deliveries are received are signed for and forwarded to the relevant addressee.

### 2. Specific Tasks and Duties:

#### Handling Calls, Emails and Visitors

- Handling all communications and visitors in a professional and sensitive manner that portrays a good image of the GMB

#### Provide a General Admin Service

- Providing general administrative support, assisting with booking meeting rooms at regional office and occasionally ordering buffets.

#### Procurement

- Research information that is necessary to aid purchasing decisions about equipment and contractors.
- Be personally responsible for purchasing minor sundry items and equipment.

### **3. Flexibility**

- To carry out any reasonable delegated tasks that may be required.
- To provide assistance with the preparation of membership mailshots.

### **4. Essential Skills Required**

- Good telephone manner to ensure polite and friendly service.
- Good listening and communication skills.
- Ability to accurately record and transfer messages to other staff.
- Microsoft Office and Lotus Notes familiarity.
- Ability to work with initiative and independently.
- Effective interpersonal skills.
- Aptitude to self-organise.