

# CCIServicesLimited

## Senior Receptionist (Full-Time)



**Cambridge Conservation Initiative,  
David Attenborough Building,  
Pembroke Street, Cambridge. CB2 3QZ**

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| <b>Job title</b>             | <b>Senior Receptionist</b>  |
| <b>Salary:</b>               | £21,000 - £26,000 + competitive benefits and pension  |
| <b>Hours:</b>                | 37.5 / week (Full-Time)   |
| <b>Reports to:</b>           | Head of CCI Services  |
| <b>Duration:</b>             | Permanent   |
| <b>Summary of role:</b>      | <ul style="list-style-type: none"><li>To provide a friendly and welcoming reception facility, manage the reception desk, and oversee a team of three other reception staff. Ensure the delivery of excellent customer service to the 400 staff using the building on a daily basis. Provide clerical support to the Facilities Manager and the Head of CCI Services, as required.</li></ul>   |
| <b>Key responsibilities:</b> | <ul style="list-style-type: none"><li><b>Front of house service:</b> ensure a professionally run, friendly and welcoming reception facility, dealing with queries from staff and visitors;</li><li><b>Manage staff:</b> manage three part-time receptionists. Provide training and direction to reception staff, as necessary. Attend appraisal meetings for reception staff, with Head of CCI Services;</li><li><b>Manage rotas:</b> ensure that a weekly rota is in place for reception staff to cover the needs of the building, by noon each Friday for the following week,</li></ul> |

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|  | <p>considering any leave required by the team. Ensure that out of hours requirements are effectively resourced;</p> <ul style="list-style-type: none"><li>• <b>Maintain tidy and organised reception foyer space:</b> ensure reception desk and foyer is kept clean, tidy and presentable, and ensure information displays are maintained and kept up to date. Routinely ensure that plants are watered and maintained;</li><li>• <b>Oversee intranet:</b> ensure that intranet content is managed and kept up to date;</li><li>• <b>Produce weekly newsletter:</b> ensure that the weekly newsletter circular is circulated by 10:00 every Monday morning;</li><li>• <b>Visitor management:</b> greet visitors to the building, ensuring that they sign-in. Issue visitor passes and direct them as appropriate; notifying the host party and ensuring visitors are collected from reception in a timely manner;</li><li>• <b>Key contact point for dissemination of information and resources:</b> ensure collections and deliveries, service requests and internal information is disseminated and delivered appropriately and effectively, maintaining data and providing a reference point for staff queries. Provide general information about the building, CCI and the local environment to staff and visitors. Advise staff on operating systems and incident handling / reporting;</li><li>• <b>Telephone:</b> handle internal and external telephone calls, providing a professional and courteous service. Manage unsolicited calls;</li><li>• <b>Room booking:</b> support the room booking system, dealing with conflicts / reallocations where necessary, and managing bookings for the main seminar rooms, as appropriate;</li><li>• <b>Post:</b> receive and distribute incoming post / parcels etc. Manage the process for collection and receipt of deliveries to the building, making these available to partner organisations for collection in a timely fashion. Manage the outgoing postal process, including the franking of mail, for all partners in the building. Act as a collection and drop-off point for booked courier services;</li><li>• <b>Assist facilities team, when required:</b> wherever possible, and particularly at quieter times, carry out checks of shared areas in the building to ensure that they are kept tidy, clean, safe and fully stocked. Ensure that meeting rooms are set up as per the needs of users via communication with the facilities team, and that regular checks are made of meeting rooms and tea-points to ensure they are adequately stocked and are tidy.</li><li>• <b>Provide clerical support to the Facilities Manager / Head of CCI Services:</b> provide support such as minute taking / write up at meetings convened by CCI Services, and provide other ad hoc administrative support, as required.</li></ul> |
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|                                      | <ul style="list-style-type: none"> <li>• <b>New starters:</b> support the induction of new staff to the building, ensuring access cards are generated and health &amp; safety procedures are understood. Ensure that new staff joining a CCI partner organisation, who work in the building, are added to all systems and databases and are provided with an access card;</li> <li>• <b>Events:</b> support events delivered within the building by providing logistical support, identifying and monitoring recommended suppliers and providing assistance with way-finding, as appropriate;</li> <li>• <b>Fire Warden/First Aider:</b> act as a fire warden or first aider, as necessary, after appropriate training;</li> <li>• <b>Manage pool bikes:</b> manage pool bike scheme, forms and bike maintenance needs, as required</li> </ul>  |
| <p><b>Skills and experience:</b></p> | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Previous experience of operating a switchboard and representing an organisation 'front-of-house';</li> <li>• Excellent verbal communication skills and the ability to get on well and enjoy working with people;</li> <li>• A friendly and approachable greeting style and a good telephone manner;</li> <li>• Strong written communication skills, an excellent level of English and sound numeracy;</li> <li>• Experience in taking and writing up minutes for meetings;</li> <li>• Strong planning and organising skills; efficient time management and prioritisation;</li> <li>• Experience of managing a small team;</li> <li>• Good attention to detail;</li> <li>• Ability to manage competing demands and remain calm under pressure;</li> <li>• A good level of skill in the use of general office packages, such as Microsoft Word, Outlook and Excel, and computer software;</li> <li>• Ability to take initiative and work autonomously without significant supervision.</li> </ul> <p><b>Strongly desirable</b></p> <ul style="list-style-type: none"> <li>• Working with Audio-Visual systems, video and audio conferencing;</li> <li>• Health &amp; Safety qualification;</li> <li>• First aider qualification;</li> <li>• Previous fire warden / marshal experience;</li> <li>• Commitment to flexible working practices including ad hoc cover during evening and weekend events.</li> </ul> |