

## **JOB DESCRIPTION**

### **RECEPTIONIST (PART TIME)**

Location: London  
Reports to: Facilities Manager  
Grade: 2

#### **Who we are**

The Royal Pharmaceutical Society is the professional membership body for pharmacists and pharmacy in Great Britain. We advance the profession of pharmacy for public and patient benefit to secure the future of the profession and our members.

#### **What we do**

We lead and promote the advancement of science, practice and education in pharmacy to shape and influence the future delivery of pharmacy driven services.

We support and empower our members to improve health outcomes for society through professional guidance, networks and resources

#### **How we work**

We are:

- Focused on delivering for members, patients and the public
- Committed to listening and learning
- Collaborative in our approach to success
- Dedicated to excellence in everything we do

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#### **JOB PURPOSE**

To manage the overall work of the reception and switchboard ensuring that all functions are carried out in an orderly and timely manner.

To act as a 'hands on' member of a flexible Facilities team providing excellent customer service to staff, visitors and conferences guests to the Society.

To develop the variety and level of services available at reception ensuring that all staff and visitors to the RPS receive the best possible customer service.

## **MAIN ACCOUNTABILITIES**

1. To provide a comprehensive first point of contact service for any incoming calls and visitor enquiries to the Society and its Tenants, including out-of-hours voice mail messages, contact us emails and providing assistance and/or re-directing them to the correct person or Department/Directorate
2. To welcome all visitors, guests and contractors to the site and ensure that they are assisted in a timely and courteous manner including maintaining the visitors log book to ensure that appropriate visitors badges and/or contractor cards are issued as required
3. To keep the Reception area clean and tidy, whilst task managing the Daytime Cleaning Operative
4. To manage and keep up to date the quick access information in Reception files
5. To assist with the up-date, management and collation of the Reception Desk User guide manual.
6. To assist with the management of the door access control system, including taking/up-loading staff ID card photos to Info-Point, issuing/cancelling access cards and providing regular usage reports
7. To manage, monitor and maintain the RPS Facilities Help Desk request system including allocation of tasks to the appropriate staff, closure of completed jobs and printing of ad-hoc reports as required
8. To manage and maintain all the internal RPS room bookings through the computerised booking system including co-ordination of set ups, catering, audio visual and Facilities requirements for circulation to the Event team members and produce room booking reports involving catering usage for submission to Senior Management/Finance Department
9. Ensure that all mail/goods/packages delivered to site are checked and correctly recorded including informing the addressee/department of its arrival
10. To arrange and book courier and taxi hire journeys for RPS staff and ensure that each booking is properly documented for checking against the invoices received
11. To maintain a log of all ad-hoc museum visits as requested by the Keeper of the Museum Collections.
12. To log and retain all lost property items found within the building for safe keeping
13. To be responsible for any Reception services training to new or existing staff as and when required
14. To assist in any reception related administrative work as requested by FM, as and when required
15. To assist with Health & Safety administrative tasks, as and when required by FM
16. To be a part of the Emergency Response Team when incidents occur within or around the main building

**This list is a summary of the main accountabilities of this role and is not exhaustive. The role holder may be required to undertake other reasonable duties from time to time.**

## **SUCCESS MEASURES**

- All telephone calls and visitors to the site are greeted warmly, professionally and in a timely manner
- All reception and support services detailed above are delivered to a high standard at all times
- All room bookings are accurately recorded with the associated departments/staff notified in advance of event requirements

## **CORE RESPONSIBILITIES FOR THIS JOB**

- Personal responsibility
- Managing the organisation
- Achieving results/delivering performance
- Problem solving

## **BEHAVIOURAL COMPETENCIES**

<b>Behavioural competency</b>	<b>Level required – ops, mgr, senior mgr</b>
Strategic perspective	Operational
Delivering a member and customer focussed service	Operational
Communication	Operational
Planning and organisation	Operational
Openness to change	Operational
Negotiating and influencing	Operational

## **KNOWLEDGE & SKILLS FOR THIS JOB**

- Some experience of switchboard work, with a courteous, helpful and pleasant telephone manner
- Must have excellent interpersonal skills and the ability to communicate clearly and accurately
- Well-presented, with the ability to remain calm when dealing with a range of quickly changing priorities
- Ability to deal tactfully and diplomatically with a wide range of people and situations on a consistent basis
- Must have a hands-on approach
- Ability to use initiative to offer solutions to various problems as and when they arise
- Ability to acquire a broad understanding of the different areas of work within the Society and be able to use that knowledge to assess and assist the needs of visitors and callers
- Ability to use MS Word, MS Excel, MS Outlook and MS Internet Explorer

**The list of duties is not exclusive or exhaustive and may alter depending on the needs of the Society.**

**DATE JOB DESCRIPTION AGREED: January 2015; Revised September 2017**