

## **JOB DESCRIPTION**

<b>Job Title:</b>	Receptionist
<b>Responsible to Whom:</b>	Operations Lead
<b>Responsible for Whom:</b>	N/A
<b>Working Hours:</b>	9.30am – 5.30pm

### **Main Purpose of the Job:**

The Receptionist acts as the first point of contact for visitors to the Centre. The Receptionist is part of the Centre's Front of House (FOH) team and, as such, works closely with the Operations Coordinator and Events Assistant on a day-to-day basis to ensure the Centre is kept presentable and welcoming for visitors and staff.

### **RECEPTION DUTIES:**

- Act as first point of contact and welcome for all PMC visitors
- Ensure that the following areas are always tidy and well presented: Reception, the Drawing Room, both Entrance Halls, the Ground Floor Cloakroom, all meeting rooms and both kitchens
- Ensure, together with the Operations Coordinator and Events Assistant, that the Reception is staffed at all times
- Answer queries by telephone, post and email, taking and forwarding accurate messages to the relevant department as necessary
- Manage incoming and outgoing mail and deliveries
- Coordinate courier services as needed
- Coordinate taxi services as needed
- Take post to the post box or Post Office, as required
- Check all stationery, paper and desktop printer supplies and inform the Operations Coordinator when stock is low
- Check staff kitchen supplies daily and inform the Operations Coordinator when stock is low
- Check daily deliveries e.g. fruit, milk, newspapers are as expected, and put away regular deliveries e.g. Ocado food order
- Distribute the International Council of Museums (ICOM) cards to staff members and diligently follow the loan process

- Distribute the Bedford Square Garden fob to staff and ensure its return each day
- Assist the Operations Coordinator and Events Assistant in keeping the Centre's diary and room bookings calendar as accurate as possible and ensure there are no clashes
- Assist with keeping the Centre's contact database up to date and accurate, including checks on contact details, relevancy and appropriateness
- Work with the Data Protection Manager to ensure GDPR compliance in the contact database, and ensure records are tagged correctly and usefully, via inter-departmental liaison and information sharing
- Perform ad hoc administrative duties for other staff members, such as photocopying
- Maintain Centre security by following all external visitor safety procedures; report any suspicious behaviour or activity to the Operations team as soon as possible
- Ensure that all safety, fire prevention and security procedures relevant to Front of House have been followed, and report any safety concerns to the Operations team as soon as possible
- Represent the Centre with a positive and professional attitude and appearance at all times, and take pride in how the Centre looks

#### **STAFF & VISITOR WELL-BEING:**

- Offer external visitors refreshments as appropriate
- Prepare tea and coffee for informal staff meetings every day at 11am
- Prepare tea for informal staff meetings every day at 4pm
- Prepare rooms for internal meetings, including arranging furniture, preparing and clearing away refreshments, and setting up any IT/AV requirements as necessary
- Organise catering for meetings, if needed
- Provide ad hoc administrative support to visiting Yale students on the Yale in London and Graduate Summer School programmes

#### **EVENTS ASSISTANCE:**

- Assist the Events Assistant to prepare rooms for events, conferences, seminars, talks and workshops, including furniture arrangements, preparation and clearing away of refreshments, and setting up any IT/AV requirements as necessary
- Provide support at events, welcoming and registering delegates/speakers, serving refreshments and answering queries as necessary
- Work at evening events (outside of office hours) at the Centre (agreed in advance if required, with overtime)

## **Person Specification**

Essential skills and competences:

- A welcoming, friendly and enthusiastic manner
- A can-do, proactive attitude
- Excellent communication skills
- Strong organisational skills and the ability to establish priorities
- The ability to work flexibly and effectively as part of a team and independently

Desirable skills and competences:

- Experience of working in a space open to the public
- First Aid and/or Fire Warden qualification