

Job title	Receptionist		
Job family	Business Management & Administration	Band	A

Job purpose

The purpose of the role is to provide front of house support and to assist generally with administrative duties within the BBC.

Key responsibilities and accountabilities

This is a business support and customer services role providing transactional and administrative assistance as part of a dedicated team/function within the BBC.

Main responsibilities and accountabilities are to:

- Answer telephones, greet guests and all other callers/visitors to the premises.
- Open mail, scan/record as required, prepare correspondence and send using appropriate means to complete processes in an accurate and timely fashion.
- Ensure that administrative processes are undertaken in line with policy.
- Provide accurate and timely transactional responses and communication, responding to queries and requests as appropriate.
- Ensure that the front of house area is kept presentable; ensuring relevant and current information is displayed.
- Assist with booking travel and meeting rooms, process timesheets, taking meeting minutes, ordering supplies, etc.
- Accurately maintain filing systems ensuring confidentiality and following auditing processes.

Knowledge, skills, training and experience

Essential

- Relevant office experience demonstrating a range of administrative skills including good telephone manner.
- Ability to use standard procedures and common sense to solve problems.
- Able to handle, resolve and escalate enquiries, passing on relevant information promptly.
- Able to communicate effectively, verbally and in writing.
- Ability to build and maintain effective working relationships and operate successfully in a team.
- Proficient computer skills with the aptitude to learn how to use required software.

Job impact

Decision making

- Typically directed by a combination of management, guidelines, processes and precedent.
- Generally, work to short term, changing deadlines. Arrange tasks within a daily routine.

Scope

There will be no line management or budget responsibility for this role.

Other information

For Reward team use only

Job Code

Definition:

Support

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.