

Job Description JUNIOR RECEPTIONIST

Summary

Job Title:	Junior Receptionist
Reports to:	Front of House Supervisor
Purpose of the Role:	To ensure clients (internal and external) experience the highest possible standard of customer care and contribute to the smooth running of the front of house service by providing flexible support to the Reception Team.
Based at:	London

Activities Involved and Responsibilities

Greeting visitors	Welcome visitors; greet them in person or on the phone; Follow security procedures ensuring all visitors are logged in and out;
Managing phones	Operate switchboard and promptly pass on accurate messages; Resolve telephone and visitor queries either by providing the answer, or directing to someone who can;
Room bookings and management	Prepare meeting rooms; set up, replenish refreshments and check rooms are clean and tidy throughout the day;
Ad-hoc administrative support	Support the Front of House Supervisor and undertake any other tasks needed for the smooth running of Chambers; Provide assistance to other teams in Chambers as and when required.

Person Specification

Who are you?	<p>You are approachable, warm and friendly, and always willing to help. You are courteous and respectful, approaching each situation with patience and good humour.</p> <p>You manage your workload efficiently; multitask and work to deadlines.</p> <p>You are comfortable working as part of a team and independently, and act on your own initiative when required. You take responsibility for</p>
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	<p>your actions and make things happen to ensure the smooth running of Chambers.</p> <p>You are adaptable, reliable and punctual.</p> <p>As a key representative of Chambers, you adhere to the highest levels of professionalism and confidentiality at all times.</p>
<p>What <u>qualifications</u> will you have?</p>	<p>Minimum of 5 GCSE A to C grades (including English) or equivalent. Basic IT literacy required.</p>
<p>What <u>essential experience</u> will you need?</p>	<p>Previous experience in a reception role is essential (preferably within a 4/5 star hotel environment).</p>

Remuneration: c.£22,493.00

Working hours: 9 hours daily (with a 1-hour lunch break) between the hours of 8:00am – 6:30pm, Monday – Friday (40 hours). Depending on preference, this range could be 8:00am – 5:00pm to 9:30am – 6:30pm.

Application: To apply, please send your CV along with a covering letter highlighting how your skills and experience match our requirements to Julie Ahadi at j.ahadi@doughtystreet.co.uk, by **5pm on Friday 22 November 2019**. Applications submitted after this time will not be considered. Should you have any queries regarding the role, please contact Julie on 020 7404 1313.