

## Job description

**Job Title:** Receptionist / Front of House

**Team:** Operations

**Reports to:** Operations Team Leader

**Date:** April 2018

**Purpose of Job:**

To effectively welcome all visitors to the firm in a professional, courteous and helpful manner whilst projecting the brand and values of the firm at all times. To provide support to individuals within the team and others in the firm.

**Main Activities:**

- Welcome all clients and visitors to the firm in a timely, professional, courteous and helpful manner.
- Maintain a smart and professional personal appearance at all times.
- Manage meeting room bookings.
- Ensure the tidiness of the business lounge and all its facilities and that all publications/newspapers are kept up to date.
- Check all meeting rooms and make sure they are maintained to high standards.
- Prepare and clear down meeting rooms before and after meetings.
- Make and provide refreshments for meetings and visitors including co-ordinating external catering as required.
- Maintain confidentiality of all clients, client papers and correspondence whilst under your control.
- Assist with a range of administrative tasks.
- Demonstrate a willingness to undertake new tasks and duties and to work in or support other areas of the business as work peaks require.
- Perform any other task or duty reasonably requested to undertake and qualified to perform.
- Continuously seek opportunities to develop personal effectiveness and undergo internal/external training as appropriate.

**Knowledge / Skills / Experience:**

- Experience of working in a professional services, hotel or concierge environment essential.
- The ability to work flexibly and respond to a changing environment essential.

- High standards of interpersonal and communication skills, both verbal and written especially in the context of client services essential.
- Good organisation skills and ability to prioritise workload essential.
- Ability to project the brand and values of the firm at all times essential.
- Ability to perform effectively in a team environment essential.
- Ability to work on own initiative.
- Full clean driving licence desirable.
- Prior hospitality experience desirable.
- An understanding of the services which the firm delivers desirable.

**Behaviours:**

- Uphold the Muckle values and act in accordance with the firm's Equality, Diversity and Inclusion policy.
- Contribute to a safe working environment by being aware of, and adhering to, the health and safety requirements in accordance with the firm's health and safety policies.
- Builds trust, credibility and confidence within the team and with clients.
- Collaborates across the firm.
- Shows commitment to self development.
- To be professional at all times with both clients and colleagues.
- To be friendly, helpful and approachable and to have a good sense of humour.
- To show enthusiasm.
- To be flexible, adaptable and reliable.

**Additional notes or information:**

The duties and responsibilities in this job description are not exhaustive.