

# Role profile

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| Role title   | Reception Team Leader- Client Services  |                          |
| Reporting to   | Karen Bain -Soft Services Facilities Manager  |                          |
| Team   | Client Services-Reception   |                          |
| Division   | Corporate Services and Workspace  |                          |
| Key relationships  | Corporate Services and workspace, PA's , and everyone using our services  |                          |
|  |   |                          |
| Regulatory status  | Certified person (CP): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  |                          |
| If CP, please confirm:   | Please tick as many as applicable: <input type="checkbox"/>   |                          |
| (i) The type of certified function(s) performed                                  | Material Risk Taker (MRT)   | <input type="checkbox"/> |
| For guidance see <i>Role descriptions – help with defining Certified Persons</i> | Client-dealing function   | <input type="checkbox"/> |
|  | Requires FCA qualification  | <input type="checkbox"/> |
|  | Supervisor/manager of a CP  | <input type="checkbox"/> |
|  | <b>Qualifications</b>   |                          |
| (ii) Mandatory professional qualifications and exams (required for the role)     | N/A professional Qualifications<br>Good Standard of education required<br>At least 2 years as a deputy Manager/Team leader<br>Minimum of 5 years reception experience in a similar working environment  |                          |
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| Team description   |   |                          |
| Description of role and key responsibilities                                     | <b>Management Responsibilities:</b> <ul style="list-style-type: none"> <li>• Team Leader</li> <li>• Administration duties</li> <li>• Staff rotas</li> <li>• Monthly reporting &amp; Stats</li> <li>• Managing a team of 9+ people</li> <li>• Oversee the day to day running of 2 Receptions and booking Hub</li> <li>• training/coaching</li> </ul> |                          |

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|   | <ul style="list-style-type: none"> <li>• Administration of applications, i.e Manhattan</li> <li>• Meeting attendance</li> </ul> <p><b>Reception:</b></p> <ul style="list-style-type: none"> <li>• Meet and greet visitors, sign them in and offer tea/coffee or water to clients while they are waiting or in the meeting rooms</li> <li>• Ensure external client areas are tidy at all times: i.e. cushions, newspapers, meeting rooms etc</li> <li>• Liaise with different departments: i.e. security, messengers, catering, audio visual, PA's, cleaners, tenants and other Investec offices</li> <li>• Booking meeting requirements: i.e. AV equipment, beverages, flipchart, screen, catering etc</li> <li>• Book and re-organise meetings using Manhattan system</li> <li>• Provide cover on all areas</li> <li>• Help with occasional overflow office work</li> <li>• Taking messages for different departments</li> <li>• Helping out with events i.e. registration desk, cloakroom and lift duties</li> <li>• Booking couriers, taxis via online booking system and check invoices</li> <li>• Signing incoming post ( on occasion) and storage for bags</li> <li>• Monitor refreshment stock level and ensure timely restocking</li> <li>• Any changes or reasonable additional tasks to the above</li> </ul> |
| <p><b>Core skills and knowledge</b></p> | <ol style="list-style-type: none"> <li>1. <b>Customer Focus:</b> Ability to understand the needs of the client and provide customer service and superior client service.</li> <li>2. <b>Relationship Management and communication:</b> Ability to create and maintain strong relationships and channels of communication with key interfaces and the business.</li> <li>3. <b>IT Knowledge:</b> Knowledge of MS Office, Hospitality Suites, ability to deal with A/V equipment, Service Now Helpdesk</li> <li>4. <b>Administrative Skills:</b> Ability to multitask, prioritise workload and provide administrative services with an attention to detail.</li> <li>5. <b>Coaching and Supervision:</b> Ability to coach and supervise junior members of the team, train them to use systems and react to events on the field.</li> <li>6. <b>Delegating Tasks:</b> Ability to identify tasks that can be delegated to the team.</li> </ol>   |

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| Attributes for the role. | <ul style="list-style-type: none"><li>• Professional at all times with a high standard of attention to detail</li><li>• Must be hands on, prepared to work as part of the team</li><li>• Willingness to do all aspects of the reception role</li><li>• Very open to new ideas</li><li>• Trustworthy</li><li>• A good listener</li><li>• Excellent Communicator</li><li>• Calm under pressure</li><li>• Ability to think outside the box dealing with last minute issues</li><li>• Ability to deal with very high-profile clients and guests</li><li>• Always accountable</li></ul> |

This role description accurately reflects the key responsibilities and associated skills, knowledge and attributes required for to perform this role at this time. It is the responsibility of the employee and manager, to update this profile, (and store against the employee's record), as responsibilities, required skills and knowledge changes.