

## Role Description

<b>Name</b>	
<b>Role</b>	Front of house
<b>Reporting to</b>	Natalie Porter / Karen Bain
<b>Team</b>	Client Services
<b>Division</b>	Corporate Services & Real Estate
<b>Key relationships</b>	Audio Visual teams, Building Management, Catering, Cleaning, Floor Co-ordinators, Marketing, Messengers, security, Switchboard, PA's, Reception teams in other locations and support teams
<b>Description of role and key responsibilities</b>	<p>Investec is a distinctive bank and wealth manager that provides a diverse range of financial products and services to a niche client base for both corporate and retail. The role is to assist clients at all times both internal and external. Building strong relationships and liaising with all corporate services teams.</p> <p><b>Specifically:</b></p> <ul style="list-style-type: none"> <li>• Create a welcoming environment</li> <li>• Answering all calls within 5 seconds and in a professional manner</li> <li>• Arriving all clients on our system and direct them to correct area</li> <li>• Offer refreshments to clients while waiting and/or in the meeting room</li> <li>• Advising hosts/bookers of client arrivals</li> <li>• Regularly check all meeting rooms are clean and tidy</li> <li>• Ensure meeting changeover is done in a timely manner</li> <li>• Client waiting area to be kept clean and tidy at all times</li> <li>• Log any facilities issues e.g. light out, spillage, breakages etc. via the helpdesk portal (chasing/checking jobs)</li> <li>• Book all meeting rooms, accommodate all bookings within reason.</li> <li>• Continually monitor mailbox ensuring e-mails are responded to in a timely manner</li> <li>• Book events and liaise with all relevant teams to arrange</li> <li>• Clear communication of any changes, cancellations, additional requirements</li> <li>• Re-organise bookings and ensure clear communication to bookers</li> <li>• Checking and co-ordinating with all relevant teams' i.e. AV, catering, post room, security and building management</li> <li>• Communicating with all offices as and when required</li> <li>• Confirming all bookings on a daily basis</li> <li>• Help cover switchboard / helpdesk, ( full training will be given)</li> <li>• Taking accurate messages for different departments of Investec Bank plc</li> <li>• Booking taxis with accurate vehicle and destination information</li> </ul>



	<p>Additional Responsibilities:</p> <ul style="list-style-type: none"> <li>• Check invoices</li> <li>• Monthly reports</li> <li>• Involvement in projects</li> </ul>
<b>Core Skills and Knowledge</b>	<p>To act with integrity at all times and embrace the philosophy of treating our clients in a professional friendly supportive manner.</p> <p><b>Qualifications and Experience:</b></p> <ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Good understanding of Manhattan booking system</li> <li>• Microsoft office packages including monitoring mail boxes</li> <li>• Audio Visual knowledge</li> <li>• Reception or Reservations experience</li> </ul> <p><b>Technical Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of MS office, Manhattan, service now facilities helpdesk</li> </ul> <p><b>Core Competencies:</b></p> <ul style="list-style-type: none"> <li>• <b>Customer Focus:</b> Ability to understand the needs of the client both internal and external providing superior client service at all times.</li> <li>• <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>• <b>Problem Solving and Decision making:</b> Ability to identify, analyse and engage in problem solving and decision making.</li> <li>• <b>IT Knowledge:</b> Knowledge of MS Office,</li> <li>• <b>Administrative Skills:</b> Ability to multitask, prioritise workload and provide administrative services with an attention to detail.</li> </ul>
<b>Any other attributes that would be helpful, but not essential for the role.</b>	<p><b>Attributes:</b></p> <ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Flexible – shifts may alter and duties may change</li> <li>• Team Player</li> <li>• Personable</li> <li>• Approachable</li> <li>• Willingness to learn</li> <li>• Work well and remain calm under pressure</li> <li>• Ability to think outside the box</li> <li>• Ability to use own initiative</li> <li>• Have similar values to Investec cultures and values</li> <li>• Good clear communication skills</li> <li>• Proactive and can do attitude, ability to work unsupervised</li> <li>• Ability to multitask and complete tasks</li> </ul>



We agree that this document accurately reflects the key responsibilities and associated skills, knowledge and attributes required for .....<insert name> to perform this role at this time.  
We acknowledge that it is our responsibility to up date this profile as things change.

\_\_\_\_\_  
Line Manager's signature                      Date

\_\_\_\_\_  
Employee's signature                      Date