

## JOB DESCRIPTION

**Name:**

**Job Title:** Team Secretary/Reception Support

**Team:** Administration

### **Purpose of Role and Primary Objectives**

Provide administration support to the team members of Rickard Luckin Limited.

Provide reception support in the afternoons and when required during holiday and absences

Actively develop the support and service provided to the team and clients.

### **Reporting Relationships**

- Carolyn Finch, Head of Administration
- Laura Hawkes, Line Manager

### **Aims and Values**

All members of the firm are responsible individually and collectively for delivering an excellent client experience through our services. This includes:

- Going the 'extra mile' to assist clients and the team
- Treating every client as unique
- Friendly and approachable style
- Being inspirational and energetic
- Professional and ethical conduct
- Knowledge sharing and pro-active approach to team development
- Focusing on business benefits and lasting change
- Being practical
- Being involved but remaining objective

### **Main Duties**

#### **Team Secretary:**

- Audio/copy typing
- Photocopying and binding accounts
- Database management / new set ups
- Invoice preparation and printing
- Scanning/filing
- Submission of on-line forms
- Setting up meeting rooms / providing refreshments
- Such other duties as may from time to time be reasonably required
- Tasks reasonably required by clients, whilst on our premises

## Tasks required of Reception

- Processing incoming calls in accordance with Phone-Right procedures
- Greeting and meeting visitors to reception
- Presentation of reception area and meeting room including setting up and clearing away
- Providing refreshments where required
- Maintenance of meeting room diary
- Ordering sandwiches where required for meetings
- Replenishing stationery/mailling stock
- Engineers/maintenance call outs
- Booking couriers

## Key Performance Indicators

### Client Relationship – give the right impression

- Welcome clients warmly
- Offer refreshments
- Keep them informed if there is to be a delay in being met
- Answer the telephone within two rings using Phone Right Performance
- Listen attentively and be positive

### Indirect impact on the service provided (ie by working for other team members)

- Ensure Rickard Luckin performance standards are met
- Focus on client service
- Ensure the meeting rooms are presentable

Reception is the first point of contact for potential new clients over the phone. Procedures must be followed in dealing with the call.

## Qualifications / Skills and Experience

- Excellent communication skills (written and verbal)
- Excellent people skills
- Reception/switchboard skills
- Knowledge of Word (audio and copy tying), Excel and Outlook
- IT Literate
- Flexible in working requirements
- Positive, can-do attitude

## Key Skills and Attributes

All Team Members are expected to demonstrate a consistent and comprehensive application of the following behaviours:

**Personal Effectiveness** - Working in an organised, effective and influential manner in order to achieve the required results within acceptable timescales

**Commercial Awareness** - Focussing on current and likely benefits to the business in all aspects of work, achieving outcomes in a cost effective manner

**Client Focus** - Ensuring that every effort is made to consistently provide a standard of service to meet and where possible exceed the expectations of both internal and external customers

**Change and Innovation** - Seeking and persuading others about opportunities for change and reacting to change suggested by others in a helpful and supportive manner