

Job Description: Receptionist



Department: Reception

Job role overview: The Receptionist is responsible for providing a professional and welcoming front-of-house service, acting as the first point of contact for visitors, customers, and employees. The role ensures the smooth day-to-day operation of reception activities while delivering administrative support across various business functions.

Report to: HR Business Partner

Location: Hinckley, Leicestershire

Duties and Responsibilities

- Answer telephone calls via a modern switchboard and direct efficiently
- Welcome external visitors on site
- Internal communication via the factory P.A system
- Distribute internal and external post
- Book and schedule transports including flights and taxis for employee visits
- Book meetings and monitor meeting room usage
- Arranging couriers for parcel deliveries
- Stationery ordering
- Taxing and insuring vehicles, maintaining accurate records
- Supporting the Accounts Payable team in statement reconciliations and other administrative tasks
- Supporting the Customs and Duty team with returns
- General administration and filing tasks
- Keeping the reception area tidy
- To undertake and assist with projects as required by your Manager.
- Any other ad-hoc duties as required by your Manager.

Person Specification: Receptionist



	Essential	Desirable
Qualifications and Attainments	Maths and English GCSE grade C or above.	
Professional Experience and Skills	Proficient in Microsoft Packages including Excel, Word and Outlook.	Previous experience of working within an automotive or manufacturing environment. Experience within a similar reception environment
Personality and Motivation	Self-motivated and resilient. Flexible and adaptable. Able to take instruction and work under pressure. Outstanding communication skills, clear and concise written and verbal skills. Well-organised and efficient. Friendly and polite with a positive attitude. Able to deal with difficult clients and customers in a professional manner	
Appearance and Characteristics Circumstances	Well presented.	