

## **IFRS Foundation**

### **Job description – Receptionist**

Reports to: Facilities Manager

Based: London

Job purpose: The receptionist is an integral member of the Front of House team and is responsible for providing a consistently efficient, first-class reception service for guests and staff.

### **Background**

The IFRS Foundation moved from its long-established offices in Cannon Street to its new offices in Canary Wharf in August 2018. The role of receptionist is crucial to ensuring that a professional and seamless front of house service is provided for all staff and visitors in this internationally diverse office. The successful candidate will be willing to assume a range of responsibilities and will enjoy helping to make the lives of others easier.

### **Principal accountabilities**

1. Provide a first-class reception service for guests and staff by:

- Welcoming external visitors warmly, professionally and efficiently, handing them over to internal colleagues as appropriate;
- Ensuring building reception/security are aware of all visitors. Proactively assist with signing-in and escorting when large conferences/functions are taking place;
- Managing staff queries, whether in person or by phone/email, referring on to the relevant person within or outside the FOH team. Escalate to the FM where necessary;
- Managing the shared inboxes ('Reception', 'Meetings', Info,) in a consistent and timely way, resolving queries in person or ensuring that they are passed on to the appropriate individual;
- Effectively managing the Reception diary;
- Answering and screening telephone calls and taking messages.

2. Act as an integral member of the front of house team, supporting colleagues to:

- Ensure that the Reception, meeting rooms and communal office spaces are maintained to standard;
- Manage services such as post, couriers, deliveries, taxis, conference calls, kitchen/office supplies;
- Manage meeting rooms, including organising refreshments;
- Maintain the organisation's employee directory/telephone list, floor plan and Staff Manual;
- Accurately record all expenditure for items paid for on the Facilities Managers procurement credit card;
- Support onboarding new members of staff, ensuring the new starters spreadsheet has been followed and everything is in place for the start date as instructed;
- Act as a marshal during emergency evacuations;
- Assist with facilities issues and other administrative duties as required;
- Assist the executive team with administrative and other duties as required;
- Assist with other ad-hoc duties as directed.

### **Skills and attributes**

- Positively motivated to provide excellent service;
- Positive and flexible attitude, courteous and helpful manner, and ability to work collegially with others, including providing support/cover for colleagues;
- Strong team player who can also work independently;
- Ability to prioritise and manage a varied, and sometimes demanding workload;
- Punctual and reliable, with excellent organisational and time management skills;
- Ability to remain composed and calm, even when under pressure;
- Good written and spoken communications skills with the ability to relay information accurately;
- Previous experience in a similar receptionist role;
- Proficiency in MS Office, in particular Excel and Word;
- Professional appearance.