**Receptionist (Maternity Cover)**

**Job description Full time**

**Job Purpose**

Operate WLT Switchboard and treat this as a priority at all times, organising a rota of trained staff to cover when necessary. Maintain a clean and tidy reception area that is welcoming and ensure the visitor experience is exemplary. Provide administrative support across a range of departments as discussed with line manager.

**Main duties and responsibilities**

Switchboard and Reception office

* Responsible for operating WLT Switchboard and training others as necessary and appropriate; maintaining voicemail messages
* Meeting and greeting visitors
* Keeping reception area tidy and welcoming at all times and ensuring up-to-date information on WLT is always available
* Managing courier dispatches; receiving deliveries

General Office support

* Travel (arranging UK travel for all staff as requested)
* Maintaining stocks of office supplies; and ordering stationery and office supplies as required

Other

* From time to time the post holder may be asked to assist in other areas within the office, which could be because of a particularly heavy workload, staff sickness, holidays or special events

*This job description is not definitive and the post holder may be required to carry out additional or alternative work from time to time, as may be deemed necessary.*

**Line Management** Executive PA

Reviewed and approved: May 2019

Next review date: February 2020

### Person specification

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| **Formal qualifications** |
| * Demonstration of relevant experience
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| **Experience and knowledge** |
| * Experience of greeting guests and visitors and making them feel welcome in a positive and friendly manner
* Experience of working on a switchboard co-ordinating calls and prioritising work
* Experience of undertaking basic clerical duties and office procedures in an efficient manner
* Good working knowledge of using MS Office to a competent level within an office environment, especially MS Word, Excel and Outlook
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| **Abilities and personal qualities** |
| * Excellent communication skills with peers of all levels up to senior management
* Approachable with good interpersonal skills, positive and friendly persona
* Ability to promote a positive image of the company to the customer
* Good team working skills, but equally able to work on own initiative
* Able to work under pressure and multi-task
* Excellent time-keeping skills
* An interest in conservation and the work of World Land Trust
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| **Requirements for application (e.g. presentation/examples of work etc.)** |
| Must be eligible to work in the EU |