

JOB TITLE: RECEPTIONIST

ACCOUNTABLE TO: FINANCE OFFICER

TEAM: FINANCE TEAM

LOCATION: HARBOUR OFFICE, ITCHENOR

SALARY: £18,795 - £19,171 pa (GRADE 4)

DURATION: FULL TIME PERMENANT

HOURS PER WEEK: 37 hrs per week – Mon-Fri

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PURPOSE

To be the first point of contact with the organisation, either by phone or face to face. To provide administrative support to the Finance Team.

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DUTIES

- Attend the Reception desk at the Harbour Office and be the first point of contact to answer enquiries about CHC work face to face or by phone.
- Provide visitor information to the public who visit the Harbour Office on the Chichester Harbour area.
- Greet visitors to the Harbour Office ensuring they are signed in.
- Issue plaques, shower tokens, car park passes etc. and take activities bookings at the front desk.
- Responsible for preparing outgoing post daily.
- Accept and incoming post and deliveries and direct to appropriate staff or storage area.
- Monitor the general enquiries email mailbox, answering general enquiries and direct specialist emails to relevant staff.
- Assist with cashing and reconciling the till.
- Manage stationery inventory including orders and deliveries, reconcile photocopier copy counts with invoices.

- Maintain the booking calendars for Eames Farm, scrubbing piles, visitors' moorings etc.
- Assist in the generation and dispatch of pro-forma invoices and plaques, also the follow-up reminders for outstanding charges.
- Provide other administrative support to the Finance Team as required and under direction.
- Attend relevant meetings and training courses as required.
- Support equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.
- Take reasonable care for own health and safety and for that of anyone else at the workplace, co-operating with Conservancy in relation to health and safety obligations.
- Undertake any other reasonable duties commensurate with the grade as directed from time to time by the Conservancy.