

## Job Description - Receptionist & Facilities Officer (PB6B)

### Job summary

As the Receptionist and Facilities Officer, you will be the main point of contact for all enquiries in person, by phone and online, working under minimal supervision and using your own initiative. Assisting the Office Manager and Estates team with tasks and issues and ensuring office continuity at all times.

### Key responsibilities & accountabilities

- Control all emails received into the main Forestry Commission, Forestry England and general email address or call centre, triage content using in house mapping software, where necessary act as decision officer using own initiative if straightforward or passing to relevant team for more complex issues.
- Assist the national call centre with phone call queries and answer and field any calls that come through directly for the Forestry Commission organisation.
- Provide guidance and assistance to all visitors, along with issuing visitor passes.
- Manage all incoming mail and parcels and distribute where necessary, when cheques are received, ensure they are entered in the valuables book.
- Scan important received mail or mail that has been agreed in advance (including HR) and forward on to the relevant people/teams, always maintaining confidentiality.
- Ensure any tender documents are entered in the tender's book and stored securely until they are due to be opened.
- Manage all outgoing mail and parcels via the Royal Mail and supplier systems.
- Manage all office stationery, ordering additional items as required using Forestry England procurement processes and designated suppliers, ensuring invoices are passed to the finance team for processing.
- Maintain the telephone directory master list ensuring starters and leavers are added and removed.
- Act as fire warden, with the responsibility of ensuring signing in book is passed to main fire marshal in the event of evacuation to enable role call.
- Assist the estates team with fire alarm and panic alarm testing ensuring office security and safety is Maintained.
- Assist in organising interviews and copy/scanning ID documentation as part of the interview process.
- Collate, print and program all ID badges for use and distribution across Forestry Commission and Forestry England locations.
- Manage the desk, car parking, meeting space booking system and assist office users with queries or requests.
- Set up meeting spaces if requested to include layout changes and refreshments. Place any orders for catering requests with the suppliers.
- Ensure that all refreshments are stocked at all times and put all linen and other items in the washing machine when required.
- Assist with medical emergencies and act as a contact between patient, first aiders or emergency services.

- Assist the National Office manager with the day-to-day running of the office, ensure any notified issues are dealt with quickly either by contacting the National Office manager or contacting one of the approved suppliers for assistance.
- Book when required travel for the wider team.
- Provide administrative assistance to the wider business support team as required.

And any other tasks, reasonably requested by your line manager.

## Skills, knowledge & experience

### Essential professional and technical experience

- Excellent customer service and communication skills
- Competent IT user with experience in MS Office suite of applications
- Ability to prioritise work and multitask

### Desirable professional and technical experience

- Problem solving approach with a can-do attitude.
- Experience of working in front of house

## Qualifications

### Essential

- Communication - spoken and written

### Desirable

- Customer service
- Business support
- Basic finance

