



## Job Description

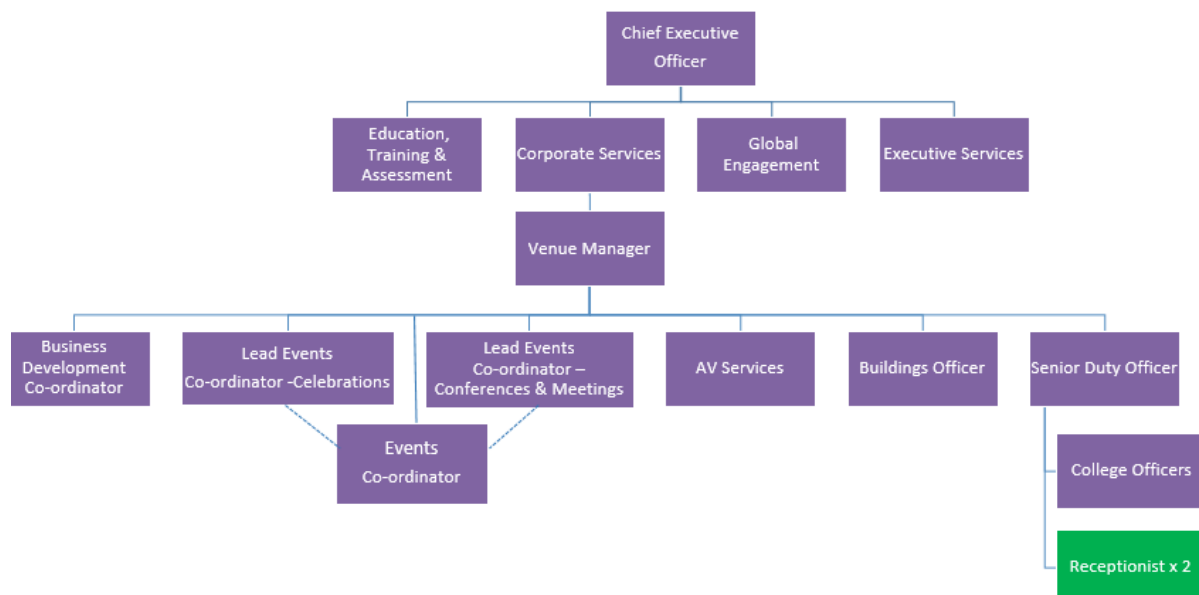
### Section 1 – Description

**Job Title:** Receptionist  
**Location:** Royal College of Physicians of Edinburgh (RCPE), 11 Queen Street, Edinburgh  
**Reports to:** Venue Manager  
**Date:** May 2023

### Section 2 – Job Purpose

To be the first point of contact for visitors at the College. Your role is to provide class service ensuring that the College is well positioned to meet internal and external expectations, while at the same time, working with colleagues to ensure the best possible customer journey throughout a guests visit. You will provide a friendly and efficient service when dealing with switchboard calls, in person enquiries, e-mails, mementoes/retail purchases and accommodation requests. Exceptional customer service must be at the heart of all that you do.

### Section 3 – Organisation Chart



## **Section 4 – Dimensions**

The Receptionist is responsible for:

- Meeting and greeting visitors. The daily number of visitors varies dependent on activity but can be up to 300 although on busy days a door person will support reception team receiving visitors.
- Answering switchboard calls and enquiries. There are generally 60-80 phone calls received daily with around 2/3 messages on answer phone daily but up to 25 after a long weekend.
- Receive deliveries and post requiring signature – usually 6/8 items daily.
- Booking internal rooms, processing confirmations and entry cards and ensuring the return of entry cards as required.
- Prepare hospitality services when required, such as meeting room coffee replenishment.
- Mementoes/retail purchases are dealt with as received wither by e-mail, phone or in person and transacting these purchased on a credit card machine in in cash.
- Preparing and displaying events sheet as required – normally every day.

## **Section 5 - Main Responsibilities and Role**

- To act as first point of contact with public, suppliers and couriers and direct them appropriately to the right person, department or room in the College, making them feel welcome to the College.
- To connect callers to appropriate colleague thus ensuring smooth communication.
- To take messages and pass them to colleagues ensuring smooth communication.
- Provide switchboard training as directed by the Senior College Officer to ensure those providing holiday and sickness cover are competent in the use of the switchboard systems, etc.
- Provide reception security role, assisting the Commissionaire or College Officer in ensuring that all visitors are received or challenged on entering the College. Pass on security concerns to Senior College Officer or other member of staff where and as appropriate.
- Ordering taxis on behalf of visitors, Fellows and Members and staff.
- To provide an effective booking system for College bedroom accommodation (including processing block bookings) ensuring that bedroom diary details are accurate and up to date.
- Mailing out bedroom confirmation letters and entry cards and ensuring entry cards are initialised for use in the College (within the Chubb security system) and returned in conjunction with housekeepers.
- To process memento orders for Fellows and Members and College departments and distribute items by post where necessary.
- Responsible for taking cash and card payments generated by memento sales and bedroom bookings and ensuring that payment is logged.
- Scanning and distributing and dealing with College mail.
- According to pop-up tasks notifications generated by the College Diary System, remind Events team and College Officers of planned show-rounds and minor requests for catering.
- Any ad hoc tasks related to the role described above and required in support of other teams within the College as directed by the Venue Manager.

## **Section 6 – Planning and Organising**

- The role requires quick-thinking, diplomacy and specific social skills.
- Some daily planning required to ensure clerical work (especially block booking of accommodation) is completed whilst maintaining switchboard and reception services.

## **Section 7 – Decision Making**

- Decision making limited to deciding to whom calls and visitors to the College are most appropriately directed. The nature of reception duties will mean tasks and decisions will often be non-routine and require a thorough background knowledge of the workings of the College.
- Decision whether to block unsolicited calls taken either in collaboration with the potential recipient of the call or alone employing initiative.

## **Section 8 – Internal and External Relationships**

### **Internal**

College Officers - exchanging information relating to daily events, deliveries and phone calls

Housekeepers - information relating to bedroom bookings

Other colleagues

Other part-time receptionist – information relating to staff absence and holidays and relevant emails and phone calls

### **External**

Members and Fellows of the College

Visitors and members of the public either in person or on the phone

Event Hosts

## **Section 9 – Person Specification - Knowledge, Experience, Skills and Style Required**

### **Essential**

- A professional and courteous attitude towards visitors and telephone callers.
- Excellent IT skills including of standard office applications such as word processing, spreadsheets, power point, e-mail/internet.
- The ability to prioritise tasks and multi –task when necessary.
- An understanding of who is responsible for what in the College.
- Possess patience, common sense, tact and a sense of humour.

## **Section 10 – Job Context and Special Features**

Work load can vary significantly increasing greatly in the run-up to key events such examinations, symposia and New Fellows' Days.

Block bookings of accommodation for examinations and symposia represent a significant part of the clerical work of the Receptionist.