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| **Role title:** | Front of House Receptionist | **Responsible to:** | Facilities Manager |
| **Division:** | Finance, Strategic Planning and Corporate Services | **Department:** | Business Services |
| **Direct Reports and Level:** | 0 direct reports  | **Scope:** | UK |
| **Scale:** | 0 People£ Budget 1 siteN/A income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 2 | **Role Family** | Business and Operational Services |

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| **Overall Role Purpose** |
| To provide exceptional and efficient reception and administration support service to all MPS Members and colleagues ensuring service delivery excellence for Members which is trusted and valued. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the delivery of the Finance strategy and contribute to the development and delivery of the Business Services strategy to plan, cost and quality.
* Provide end to end front of house reception, helpdesk tasks and administration support ensuring alignment and support to deliver on the overall MPS operational business performance.
* Take ownership and be responsible for delivering operational facilities related KPIs, SOPs and other procedures which control site or office activity.
* Build effective relationships with internal and external stakeholders to ensure effective service delivery and alignment to any agreed SLA’s.
* Deliver effective and efficient office support to ensure safety, security and business continuity procedures are followed to safeguard colleagues, visitors and contractors, following local office procedures as appropriate.
 | * Operational Performance KPI’s Vs Plan
* Financial sustainability vs plan
* Policy compliance and audit
* Helpdesk SLAs/Feedback
* Stakeholder Feedback
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| **Financial*** Consider all spend within organisation policy and highlight any cost saving ideas to the Finance leadership team.
* Promote cost saving efficiency within the department and to our stakeholders and adopting a culture for continuous improvement
 | * Operational budget Vs Plan
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| **Member*** Seek ways to continuously improve ways of working and contribute to divisional / MPS-wide continuous improvement projects aimed to drive operational efficiency and great member experience and outcomes.
* Manage informal complaints and expressions of dissatisfaction from Members in accordance with policy standards
* Deliver fair treatment and outcomes for Members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.
* Embed the necessary systems, policies and procedures which enable safe office environments, ensure that activities comply with the necessary regulatory and legal standards and deliver exceptional service for all stakeholders.
 | * Stakeholder feedback via helpdesk
* Helpdesk SLAs
* Net promotor score
* Member feedback
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| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Support colleagues both within own team and support learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to Members
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan

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| **Risk*** Identify and report risks and issues identified within Business Services and across MPS to enable resolution and mitigation of potential impact on MPS, Members and colleagues.
* Contribute to an environment where all colleagues in the Business Services Team recognise the importance of risk identification and management
* Adhere to appropriate business processes and controls in order to comply with policies and regulatory requirements (as applicable).
* Comply with applicable professional ethical guidance and all relevant internal and external rules, policy and procedures, including those relating to Health & Safety, Data Protection, IT security and all those contained in Staff Handbook. Adheres to the business rules relevant to the role, which are subject to change from time to time.
 | * Risk and Control Self-Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Support Business Services Team to facilitate a timely and efficient response to Members and others helping the department to meet internal and external service level and performance targets.
* Provide cross departmental support where required to ensure KPIs are met and service standards are maintained.
* Monitoring adherence to policy and procedures; reporting this to relevant managers across the business and liaising to resolve breaches.
* Support on assigned MPS projects affecting MPS and roll out other projects/initiatives within Finance ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * None
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self  |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Knowledge of general administration skills and reception duties
 | * Microsoft Office packages.
* Able to communicate effectively at all levels
* Able to adapt to change
* Strong attention to detail to spot errors that could cause rework / reputational damage
* Proactive management of workload to pre-empt requirements from stakeholders
 | * Experience of reception/hospitality in a corporate environment
* Prior experience in Operations Support/Office administration.
* Experience of working to tight deadlines whilst producing consistently accurate work.
* Experience of working in a team environment.
* Experience of managing confidential matters sensitively.
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| **Desirable** |  | * Planning and project management skills.
 | * Experience in healthcare, insurance or legal background
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