
Receptionist/Concierge

The ideal candidate for this position will provide efficient, professional and customer focused reception, concierge and administrative services to all clients and visitors and have an established record of building outstanding rapport.

In addition, the candidate will be flexible and versatile, open to personal growth and development. The candidate will also deliver prospective client tours and inductions whilst supporting to the commercial team in relation to organising events

Responsibilities

- Offering a professional and warm welcome to all visitors, clients and suppliers, ensuring a great first impression
- Taking and screening incoming calls and resolving general telephone queries
- Conducting tours and office viewing for prospective clients
- Monitor the appearance of the reception area, including meeting rooms
- Reporting to Facilities Management all client issues with the building and any other concerns in shared areas
- Liaise and provide feedback to clients to ensure standards are maintained and improved
- Handling incoming post and support the virtual office service
- Management and booking of meeting rooms - ensuring meeting rooms are tidy and well stocked at the beginning of each working day (i.e. flipchart paper & pens/whiteboard markers)
- Managing client communications and assisting the commercial team in organising events

Relevant experience

- Proven receptionist and administrative experience in a professional, corporate environment
- Ability to prioritize and meet deadlines and keep information confidential
- Proven presentation skills

Qualifications

- Microsoft Office suite (Outlook, Excel, Word, PowerPoint, etc.)
- IT literate and capable of supporting a range of IT and media functions.
- Communication skills, written/verbal

Interpersonal and communication skills

- Critically, the role holder will have a good track record of relationship management at all levels

Salary £18-20K FTE + Bonus Opportunity

Location Cambridge Innovation Park, Cambridge (Waterbeach)

Working pattern Monday - Friday

Office hours between 08.00 – 18.00

Hours of work 35 hours per week job share considered.

Holidays: 25 + Bank Holidays

Length of appointment permanent