



Vacancy for Office Receptionist for Graves Son & Pilcher / OA Building Surveyors

Overview: The role of Receptionist is key to providing a warm welcome and outstanding customer service to all callers and visitors to our office at 51 Old Steyne. The postholder should aim to be familiar with the services that the Riversong Group provides (residential and commercial property management, commercial sales and lettings, chartered surveyor professional services, lease extensions and enfranchisement, land and development) and to promote those services and the general company ethos when appropriate. For further information, please see our websites:

Graves Son & Pilcher - <https://www.gsp.uk.com/>

OA Building Surveyors - <https://www.oasurveyors.com/>

Location: 51 Old Steyne, Brighton, BN1 1HU

Full time: Monday to Friday 9.00am – 5.30pm.

Salary range: £21,000 - £26,000 – dependent upon experience.

Employee benefits package: training, employee recognition/reward scheme, team building events, cycle to work scheme, free eye test voucher, Employee Assistance, community volunteering activities. 25 days annual leave (plus bank holidays) and an additional day annual leave during the week of your birthday.

Qualifications:

- A good standard of education is essential (GCSE or equivalent)

Experience:

- Previous experience of welcoming visitors to a busy professional office is essential.
- Experience of administrative procedures.

Skills:

- Ability to prioritise workload and work under pressure on occasions.
- Excellent verbal and written communication skills.
- Good time management skills.
- Attention to detail.

Attitude:

- Commitment – take pride in your own work and care about your performance.
- Mature – take a calm, measured, common-sense approach to situations.
- Positive – greeting clients with a welcoming and helpful attitude.
- Flexible – be prepared to adapt to, and manage, unexpected situations and events.

- Team work – be able to contribute positively as part of a team, supporting colleagues and helping where required.
- Presentation – a professional appearance and manner is essential.

Following training, key responsibilities will include:

- Reception duties – Welcoming visitors, receiving phone calls and emails and directing enquiries to an appropriate member of staff. Maintaining a daily log of calls and visitors. Monitoring voicemail. Adding details to our database, of potential clients who wish to join the mailing list.
- Preparing meeting rooms, tidying and maintaining reception area.
- Directing visitors to meeting rooms or the meeting area, as appropriate, and ensuring that they are able to access refreshments.
- Maintaining the coffee machine to ensure that is ready for use throughout the working day.
- Opening and closing main entrance and inner security door, in good time, at the start and end of the working day. Maintaining office calendars and staff/visitor day sheets.
- Maintaining a register of keys and recording their loan and return.
- Securely storing key records, and other reception documents, at close of business and retrieving them at the start of the working day.
- Overseeing receipt and collection of office post and other deliveries. Sending letters and emails and making phone calls as instructed.
- Scanning/uploading of documents to company software.
- Assisting the Marketing Director in market research and through promoting the group via company social media accounts. Preparing and maintaining window displays.
- Supporting the Riversong objective of becoming an environmentally aware, ethical, sustainable and successful business, mindful of the current climate crisis.
- Any other duties that an employer may reasonably request.

It is anticipated that, once the basic duties are mastered, the Receptionist might like to develop their role and progress within the group of companies.

These are the key responsibilities of the role. There will be other general duties associated with the position.

To be eligible, a candidate must be legally able to work in the UK and have a full, 'clean' driving licence (a company pool car is available when undertaking visits to properties).

Application: Please send your CV, in confidence, to r.luckin@riversonggroup.com

