

### JOB DESCRIPTION

<b>Job Title</b>	:	<b>Receptionist/General Support</b>
<b>Grade</b>	:	<b>2</b>
<b>Accountable to</b>	:	<b>Operations and Support Manager</b>
<b>Place of Work</b>	:	<b>GMB Scotland Head Office, Glasgow</b>
<b>Hours of Work</b>	:	<b>32.5 hours per week</b>

#### 1. Main Responsibility

- To provide a full reception service at Regional Office, dealing with all incoming calls to the main switchboard
- To receive and direct all visitors, parcels and packages delivered to the building
- To provide help on different subjects, as requested
- Supervision of the post room, publicity items and stationery

#### 2. Specific Tasks and Duties:

##### Handling Calls, Emails and Visitors

- Handling all communications and visitors in a professional and sensitive manner that portrays a good image of the GMB

##### Provide a General Admin Service

- Providing general admin support and assisting with booking meeting rooms at Regional Office, etc.

##### Assisting Recruitment Teams

- Provide research information for the recruitment teams that will directly assist them in their projects, and arrange appointments, as required
- Provide admin support to aid recruitment, create publicity materials and flyers, and provide help to organisers on a range of subjects

##### Procurement

- Research information that is necessary to aid decisions about equipment and contractors.
- Procure stationery, printing and publicity items

### **3. Flexibility**

- To carry out any reasonable delegated tasks that may be required.
- Will provide cover for the post and print rooms, as required

### **4. Essential Skills Required**

- Excellent Keyboard skills and a good working knowledge of the Microsoft package (Teams/OneDrive/Sharepoint/Forms etc.)
- Polite and professional telephone manner.
- Good listening and communication skills.
- Ability to work with initiative and independently.
- Effective interpersonal skills.
- Aptitude to self-organise.
- Strict adherence to confidentiality.