

### JOB DESCRIPTION

<b>Job Title</b>	Receptionist & General Support
<b>Accountable to</b>	Head of National Office
<b>Grade</b>	3
<b>Place of Work</b>	National Office – Euston
<b>Hours of Work</b>	35 hours per week

#### 1. Main Responsibility

- To provide a full reception and general support service at GMB National Office.
- To receive and direct all visitors, parcels and packages delivered to the building.
- To provide general support as requested by Line Manager.
- Dealing and responding to members queries via email.

#### 2. Specific Tasks and Duties:

- Handling all telephone enquiries, communications and visitors to National Office in a professional and polite manner that portrays a good image of GMB
- Providing callers with information about the Union as appropriate
- Processing outgoing and incoming post and advising staff in the office.
- Dealing with info@gmb queries and responding and forwarding emails in an appropriate manner.
- Booking meeting rooms at GMB National Office.
- Preparing and clearing meeting rooms for meetings each day and ensuring rooms are always kept to a high standard with all necessary commodities in full supply.
- Ordering and retaining sufficient stock of stationery supplies for the office and maintaining budget for the same on authority of Office Manager.
- Dealing with deliveries for GMB.
- Informing relevant people of visitors and deliveries.

- Booking couriers as and when required
- Ensuring cleaning contracts are carried out as per specification.
- Ensuring security services are maintained.
- Updating and circulating telephone lists and other relevant information.
- Keeping reception and the surrounding area clean and tidy.

#### Other Admin duties

- Supporting the organising and campaigning activity of the union as required.
- Attending meetings and taking Minutes as required (training can be provided)
- Uploading of materials to web-based notice boards (training provided)
- Managing survey results
- Assisting other departments at busy periods by providing admin support

### **3. Flexibility**

- To carry out any reasonable delegated tasks that may be required.
- Willingness to learn new skills as may be required by the union by undergoing any training deemed necessary.

### **4. Person Specification**

#### Essential Skills Required

- Keyboard skills and a working knowledge of the Microsoft package (Teams/OneDrive/Sharepoint/Forms etc.)
- The ability to organise the distribution of communications to members electronically.
- 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.