

# RECEPTIONIST

## BRISTOL

2019



### The Role

At Curtis Banks, we believe that a business can only be as successful as the people who work for it. Our commitment to encourage employees to take responsibility for their career, encouraging them and offering opportunities for advancement, is an integral part of our business strategy.

In this role you will provide a professional telephone and general receptionist role in our office. There are a range of important administrative tasks which you may be required to assist with.

### You will

- Answer calls politely, professionally and efficiently using the Company's telephone system, re-directing calls to the relevant teams and taking detailed messages when required.
- Welcome all visitors to the office, including registering external guests, informing the relevant host upon their arrival and managing their introduction and handover.
- Look after the reception area, ensuring it is kept tidy and presentable.
- Manage room bookings and daily operation of the meeting rooms, including regular room and equipment checks, setting up and testing AV equipment and liaising with staff
- Offer refreshments and arranging lunches where appropriate.
- Manage all requests sent to the Reception and Meeting Room mailboxes
- Oversee and maintaining all meeting room crockery, cutlery etc.
- Carry out general office administration duties - post management, scanning, photocopying and binding documents, organising and archiving soft and electronic documents etc
- Provide support to the Facilities Assistant as required, placing stationary orders and maintaining stocks of appropriate equipment and sundries.
- Responsibility for maintaining and actively obtaining signatory AML documentation.
- Handle ad hoc inter-office AML requests.
- Liaise with the Executive Office Assistants across Bristol and Ipswich, managing and recording senior staff movements.
- You may at times be asked to provide ad hoc support to other teams internally

### Skills and Experience

- A good working knowledge of Microsoft Office, particularly Microsoft Word, Excel, PowerPoint and Outlook
- Experience of working within pensions/financial services background is desirable but not essential
- Experience of working with a switchboard is an advantage but not essential.
- A polite, professional and friendly manner with a confident telephone etiquette
- Strong efficiency and punctuality, with excellent organisational skills
- Strong prioritisation skills of workload on a daily basis
- Ability to communicate at all levels and work as part of a team

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- Strong customer service skills and a smart, well presented appearance adhering to the company's dress code policy.

## **Working for Curtis Banks has never been so rewarding...**

- Everyone receives a generous salary, 26 days holidays and the opportunity to take part in our fantastic Sharesave Scheme.
- Amazing Pension contributions from the business of 8%
- Benefits scheme that includes discounts from shops, gyms etc.
- Cycle to Work scheme and many more...