



Job Title: Receptionist
Department: Customer Experience
Contract Status: Full-time/Permanent
Hiring Manager: Director of Customer Experience and Relationships
HR Contact: HRBP
Closing Deadline for applications: August 2023

Job Description: Receptionist within a FTSE 250 Property Investment and Development Company

An exciting new role has arisen for a **Receptionist** to join the team at Great Portland Estates plc (GPE).

GPE is a highly respected central London property investment and development company quoted on the London Stock Exchange. The Company, which employs around 130 people, owns around £2.5 billion of real estate – primarily commercial but also retail; and a small amount of residential – 100% in central London with a rent roll of approx. £100 million per annum. The business focuses on acquiring, managing and repositioning properties – to unlock their full potential and value. This approach, combined with successful reading of the real estate market, continues to deliver great performance for shareholders and makes for a dynamic environment in which to work.

At GPE, we genuinely believe that diversity gives us strength, but we know this strength is only fully realised if our environment is truly inclusive. Our culture is grounded in genuine and mutual respect, and we do not tolerate discrimination of any kind. We hire talented, unique individuals who are encouraged to collaborate, be their authentic selves and they support their colleagues to do the same.

GPE have recently implemented a change programme, to move away from a traditional landlord operating model to a modern customer focused model, evolving the way we do business to meet (and exceed) customers' changing needs. The business sees this an opportunity to differentiate itself, build a brand and create a competitive advantage.

An exciting opportunity has arisen for a Receptionist to join the team at GPE.

Reporting to the Director of Customer Experience and Relationships, you will be someone who enjoys interacting with people, and naturally looks for opportunities to deliver excellent customer service. You will be self-motivated and able to work alone but you'll also enjoy being part of a team, working brilliantly alongside your colleagues.

Key objectives

- Create a professional and welcoming environment for all GPE staff and our guests.
- Build and maintain positive relationships with our colleagues and service partners.
- Ensure reception is always tidy and presentable.

Key duties:

- Welcome visitors and direct them appropriately.
- Notify your GPE colleagues of visitor arrival.
- Utilise Bluepoint visitor management system to log daily visitors.
- Operate telecoms systems and direct/screen incoming calls.
- Screen and redirect enquires emailed to company website inbox.
- Periodic authorisation of invoice payments, ensuring invoices are correct and suppliers receive payment within 30 days.
- Manage car park spaces and liaise with building management on security requirements.
- Onboard new starters and arrange security passes with building management.
- Manage and update 24-hour answer phone service.
- Arrange and manage Taxis/Courier/DHL accounts.
- Perform daily calendar checks, liaising with company PAs.
- Arrange and order required lunches from a list of suppliers best suited to meeting requirements.
- Support our hospitality team to ensure smooth running of rooms e.g., turnover between meetings, last minute changes.
- Receive and sort daily incoming mail. Frank outgoing mail.
- Liaise with the building post room on deliveries and collections.
- Scan and email any correspondence required in soft copy.
- In liaison with the hospitality team, keep strict records of staff allergens, ensuring all menus display ingredients.
- Act as 17th Floor reception and social area Fire Marshall.

Key competencies

- Relationship building – Builds constructive and effective relationships, relating well to all stakeholders, internally and externally. Promotes a culture of ‘together we thrive’.
- Courage and resilience – Able to remain calm and positive under pressure. Positive influence in pressure situations. Recovers quickly from setbacks.
- Curiosity – Willing to consider and experiment with new ways of doing things.
- Proactivity – Seeks out opportunities to help and support others, able to prioritise tasks appropriately.
- Teamwork – Exhibits integrity, collaboration, co-operation behaviours within and across teams – balances own and team interests well. Is approachable and good humoured.

- Accountability and ownership – Personally spotting issues or opportunities and taking accountability to ensure they are resolved.

Experience required

- Demonstrated ability in previous customer service focused role(s) such as front of house, reception or hospitality.

Live by and exemplify our Company Values (non-negotiable)

- **We achieve more together**
Demonstrated by collaboration, support, challenge and contribution
- **We are committed to excellence**
Demonstrated by diligence, focus, and pride
- **We are open and fair**
Demonstrated by inclusion, open-mindedness, and transparency
- **We embrace opportunity**
Demonstrated by energy, forward-thinking, and boldness.