



Receptionist

Job description



Do the
right thing



Be the
difference



Love our
customers



Never
settle



Look
forward

Role Profile

Job Title

Receptionist

Division

Human Resources

Reporting to

H.R & SHE Manager

Location

Scarborough

The role

The receptionist will be responsible for promoting the corporate image by ensuring all calls and visitors are welcomed, professionally, safely and promptly directed to their host while ensuring any hospitality needs are met. In addition to reception duties, they will be required to maintain various systems, documentation and produce power point presentations.

What we're looking for

We are looking for people with a can-do attitude, we're driven by doing the right thing for our colleagues and customers. We operate in an agile fast paced environment, and we are always looking forward, improving, never settling and wanting to be the difference for our customers. It's an exciting time to join the energy industry as we seek to reduce our reliance on fossil fuels and our ambitions present a tremendous opportunity. We work hard to deliver, and there's a lot to do, but the ability to make an impact in our business is significant. So, if that resonates with you and you want to love our customers as we do then come join a team of like-minded people.

What you'll do

Duties

- Answer and redirect all incoming calls
- Operate and communicate the company absence line
- Provide access and Identity badges for all personnel
- Greet and induct all visitors to site ensuring safety protocol is understood and suitable PPE is provided where appropriate
- Ensure all visitors are recorded on / off site and supplied with a temporary visitor pass
- Make suitable arrangements for travel, accommodation and refreshment arrangements for visitors and SLT
- Ensure the reception area and meeting rooms are maintained and presented to company standards at all times
- Liaise with colleagues to ensure meetings and visitors are scheduled appropriately
- Be lead roll call operator for emergency evacuations

- Provide administrative support to the HR & SHE Manager

What good looks like

- Seamless: You'll provide a warm welcome to all visitors and support internal customers with visitor planning
- Specialist: You'll be professional and promote the company corporate image with excellent communication, administration and presentation skills
- Collaborative: You'll always demonstrate a can-do attitude

What's important to us

Person specification

Experience

- You'll be passionate about our internal and external customers, delivering a plus one service
- You'll communicate openly, transparently and effectively to ensure a high level of customer service
- You'll have good levels of self-awareness, excellent interpersonal and communication skills
- You'll have good time management skills

Qualifications / Experience

- A sound knowledge and appreciation for GDPR
- Experience in customer service
- Experience of software data entry
- Excellent microsoft preparation and presentation skills

Additional information

Building careers at Dale

We want all our colleagues to grow and build careers with Dale.
We invest in our people for the future.

Many of our team members have been with us for over 30 years and some of our management team began their careers as apprentices. As we have grown so too have they and that knowledge is passed down as our team develops and evolves.

No two days are the same and variety is a key part of life for our team at Dale. There's always an opportunity to learn new skills and progress your career. We want to be a great place to work that is diverse and inclusive which is why we focus on supporting people and their development.