



<b>Ref Number:</b>	
<b>Job title:</b>	<b>Client Relations Assistant</b>
<b>Division:</b>	<b>Corporate</b>
<b>Contract:</b>	<b>Permanent/Full-time</b>
<b>Responsible to:</b>	<b>Client Relations Team Leader</b>

## The Role

As a Client Relations Assistant you will be the first point of contact for any visitor. It is therefore key that a professional and pleasant manner is maintained at all times, greeting visitors appropriately. As CSG moves into commercial growth this role is key to giving potential customers a great first impression. Whilst determining visitor's needs in a professional manner the Client Relations Assistant also needs to be mindful of the ultimate care of the staff in the building and of our workspace. Aspects of this role will be confidential and therefore discretion is expected.

## Key Duties

- Supporting the Client Relations Team Leader:
  - Greet and welcome guests in a professional manner as soon as they arrive at the office
  - Direct visitors to the appropriate person or waiting area. Ensuring drinks are provided where necessary.
  - Answer, screen and forward incoming phone calls, including the general 0808 phone number.
  - Ensure the reception area is tidy and presentable, with all necessary stationery and materials for visitors
  - Receive and sort daily mail/deliveries
  - Main POC for staff in AWR, assisting where possible or directing to the right person.
  - Maintain office security by following safety procedures and controlling access via the reception desk (monitor visitor activity, issue visitor badges)
  - Manage and book meeting rooms for staff including external venues where approved. Manage and assist staff in booking desks and car parking spaces.
  - Set up and clearing of meeting rooms as directed by Executive Support team for training/meetings, including arrangement of refreshments and caterers where required.
  - Order office supplies for CSG staff and keep inventory of stock including toner cartridges for printers.

- Facilities invoice process.
- Assist the Site Technician in the replenishment of washroom supplies and raise any issues regarding cleaning to the Client Relations Officer.
- Source and order FM supplies keeping a record of commitment and reconciling order with invoice/payment.
- Obtain quotes from contractors, seeking approval and then placing order where appropriate.
- Liaise with sandwich provider.
- Perform other clerical receptionist duties such as filing, photocopying, laminating and typing as required.

### **Health, Safety & Wellbeing Considerations**

This role involves undertaking duties which include the Health, Safety and wellbeing issues outlined below. Please be aware of these, when considering your suitability for the role.

#### **Other duties:**

**Health and Safety:** Adhere to the corporate policy on Health and Safety at work as well as taking responsibility for Health and Safety within the area of your control.

**Equality and Diversity:** Work positively in an equal opportunity and diverse environment and respect the unique contribution of every individual.

**Environmental Awareness:** To support the organisation's corporate Environment Policy by complying with relevant environmental legislation and carrying out your duties in an environmentally responsible manner.

### **Internal & External Relationships**

#### **Internal:**

Your role will involve working closely with all business areas in providing effective client relations management functions across our premises.

#### **External:**

In this role you be the first point of contact for any visitor and therefore a professional and pleasant manner is expected at all times.

We expect our employees to act professionally at all times both internally in the way we treat our colleagues and business partners and externally in the image we project to our customers and suppliers.

## Person Specification

The Person Specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Please be aware that your application will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in your application which back-up any assertions you make in relation to each criterion.

<p><b>*Criterion to be assessed via:</b>  <b>A = application form</b>  <b>I = interview questions</b>  <b>T = test or presentation at interview</b></p>
---

Qualifications / Training	Essential	Desirable	Assessed via*
GCSE English and maths or equivalent	✓		A
NVQ in customer care		✓	A

Experience / Knowledge	Essential	Desirable	Assessed via*
Proven knowledge of a commitment to customer services with a professional and helpful approach	✓		A/I
Proven knowledge of facilities management within a complex organisation	✓		A/I
Experience and a good understanding of Health & Safety regulations	✓		A/I
Experience of working in a busy post room	✓		A/I
All round experience of administrative procedures and systems	✓		A/I
Experience of working in a team and being multi skilled	✓		A/I

Skills / Abilities	Essential	Desirable	Assessed via*
Good communication skills – ability to communicate effectively with colleagues and visitors of all levels.	✓		A/I
Flexible approach and the ability to prioritise workload while responding to emerging priorities	✓		A/I
Computer literate – able to use work processing, spreadsheets and database software.	✓		A/I
Ability to process work quickly and process it through to completion and must be able to work under pressure to meet deadlines	✓		A/I

Additional Attributes	Essential	Desirable	Assessed via*
Enthusiastic and flexible approach, supportive of the needs of the business.	✓		

### Code of conduct

We expect our employees to act professionally at all times both internally in the way we treat our colleagues and business partners and externally in the image we project to our customers and suppliers.

#### We expect all our team members to :

- ✓ Be Caring – about their colleagues, their customers and our business
- ✓ Be Trustworthy – and do what they say they are going to do
- ✓ Be Proud – of their role in the business, what they do and how they do it

<b>Job Holder's Signature:</b>		<b>Date:</b>
<b>Print Name:</b>		
<b>Line Manager's Signature:</b>		<b>Date:</b>
<b>Print Name:</b>		