



JOB DESCRIPTION

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| Job Title: | Front of house receptionist | Business Unit: | Construction |
| Reports To: | Office Manager | | |
| CJF Family | Administrator | Sub Business Unit: | UK Regions |
| CJF | IC? | Location: | Perry Barr |
| Status: | Permanent | Full/Part Time: | Full Time |

Purpose and Scope

Lendlease have a need to appoint a permanent front of house Receptionist within the Perry Barr Residential Scheme Project Office to provide support to the Office Manager and delivery teams.

Accountabilities / Job description

- Manage incoming and outgoing visitors.
- Liaising effectively and directing visitors, personnel, internal departments, clients, and contractors.
- Answering general enquiries, communicating with visitors, taking messages, scanning, photocopying etc.
- Organising internal and external meetings.
- Ensure incoming & outgoing correspondence is distributed and tracked for applicable follow up/response.
- Production of presentations/reports where required.
- General document control management.
- Assist in organising internal and external site visits.
- Support Lendlease Office Management team as required, including covering holidays/absence and assisting with setting up meeting rooms with refreshments.
- Liaising with Lendlease, Contractors, Visitors and the Induction Manager for induction bookings.
- Booking of meeting rooms and organising of refreshments and lunches as required, ensuring charged to relevant company.
- Filing (including electronic)

Skills, Experience and Capabilities

Essential

- Ability to communicate effectively with all levels of personnel both internal and external including sensitivity to others
- Excellent planning and organisation skills with the ability to multi task, work to deadlines, prioritise tasks and work to optimum efficiency
- Professional and mature approach when dealing with internal contacts and external clients / stakeholders and sensitive information
- Maintaining confidentiality at all times
- Excellent computer skills – intermediate ability on Microsoft
- Strong analytical skills, initiative and ability to think strategically and creatively
- The ability to be both a self-starter and to work as part of a team
- Proven reliability, attention to detail, high level of accuracy
- Enjoys a busy and demanding environment, however can remain calm under pressure and promote a calm environment



- Self-motivating with a 'can-do' attitude and demonstrable drive to get results
- Strong problem solving skills and can use own initiative
- Open, honest and willing to take responsibility for outcomes
- Good written and verbal communication skills with the ability to communicate across all levels of the organisation

Desirable

- Knowledge of UK Construction business
- Experience in a similar Role

Key Interfaces

- Internal – All level of employees within the Lendlease organisation
- External – Extensive liaison with external clients, contractors and stakeholders

Core Competencies/Behaviours

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| RESPECT | Motivating and energising Communication & influence both formally and informally Equality & Diversity |
| INTEGRITY | Developing people Building confidence and relationships |
| INNOVATION | Proactive approach to work practices Stakeholder focus |
| COLLABORATION | Foster an environment of knowledge and information sharing Teamwork Interpersonal skills - develop a network and relationships across a broad spectrum of the business |
| EXCELLENCE | Climate of high performance and encourages others to work towards the highest standard Safety & Sustainability standards of excellence |
| TRUST | Facilitate environment of trust amongst colleagues and peers |