

# Position Description

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<b>Title</b>	Reception	<b>Date Prepared</b>	21.5.26
<b>Reports to</b>	Reception & Concierge Supervisor	<b>Approved by</b>	HR

## Main Purpose of Role

This role provides Front of House Reception support including meeting and greeting all external clients and internal customers; escorting & inducting daily arrivals, managing booked & adhoc services, liaising with reception in support of managing meeting room bookings and internal events, managing secure access to the client floors: maintain cleanliness of the client floor & common areas; and provide administrative support as required. These accountabilities support and maintain the delivery of essential services required by internal customers and external clients within EY daily.

## KEY RESULT AREAS

### Client Relations

You will develop a close working knowledge of our client's organisation to understand their business needs. You will support strategies to meet client service requirements, providing regular feedback to key client contacts and maintaining a dynamic and committed continuous improvement approach. You will maximise opportunities to reinforce TWG / EY's value added service capability and build positive client relationships and customer loyalty.

- Establishes and sustains a productive relationship with key client contacts through day-to-day contact.
- Actively represents TWG as a professional, responsive, and committed partner to the success and continuous improvement of the contract.
- Is available to the client to discuss in an open and collaborative manner any concerning issues and takes ownership over ensuring solutions are promptly actioned.
- Communicates effectively with clients to foster an environment of trust and in a manner, which promotes understanding of effective work outcomes.

### Reception Management

The responsibilities of the role are, but not limited to:

- Provides personal meet and greet services to all external clients and internal customers.
- Personally, manages the escorting & induction service to site for all daily arrivals.
- Provide support to all departments ensuring successful service delivery.
- Develop close working relationships throughout the key contact network to ensure customer satisfaction.
- Provide Reception & Reservation services in a timely, efficient, and effective manner.

### Administration

- Maintains orderly work area both front and back of house.
- Complete accurate reporting when required. Participate with observations & feedback that might be of value.
- Provide event Host support including client registration and adhoc requests.

### WH&S Policies and Procedures

- Understanding and comply with company OH&S policies and procedures - Hazard Identification Book, Toolbox meetings, Maintenance Reports etc.

- Attend Toolbox Meetings.
- Knowledge of evacuation procedures.
- Successful completion of safety induction both on-line and classroom-based training.

## **KEY RELATIONSHIPS:**

### **Internal**

- Immediate team members
- Reception & Central Reserve
- F&B Team
- Hospitality Manager
- Client Experience Manager
- EY clients and staff
- Other staff of Trippas White Group

## **PERSONAL SPECIFICATIONS:**

### **Qualifications**

#### **Essential**

- Experience in a high paced hospitality/service environment.
- Experience in Hosting events, venue arrivals, Restaurant or like environments.
- Experience in Reception and Reservations.

#### **Desirable**

- Certificate in Hospitality Management or similar.

## **COMPETENCIES:**

### **Skills**

- Computer – Word, Excel, Hotel / Event Management System.
- Spoken communication: able to clearly present information through the spoken word.
- Policy and procedure: able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures.
- Written communication: able to write clearly, and effectively present ideas and to document activities; to read and interpret written information; construct letters.
- Organisation and planning: able to organise or schedule people or tasks.
- Ability to manage conflict resolutions and service recovery with a positive mindset and solutions-based attitude.

### **Knowledge**

- 1 -3 years of applicable experience in similar business function
- Basic understanding of the dynamics of a multi-faceted financial services organisation or similar.
- Understanding of reception services, function & event organising and delivery.

**Behavioural Attributes**

- Personal Effectiveness / Interaction – Self manages in accordance with the TWG Catering vision, demonstrates diplomacy when dealing with challenging situations. Strong teamwork, supporting colleagues both within and outside immediate teams in the achievement of TWG Catering business objectives.
- Results Orientated / Execution – Good organisational and problem-solving skills. Demonstrates ability to handle multiple tasks simultaneously, with a sense of urgency. Practices continuous improvement by constantly reviewing processes and output to improve deliverables both self and customer.

Balancing conflicting priorities – Identify and manage conflicting priorities.

**Acceptance**

I, \_\_\_\_\_, have read and understood the responsibilities contained within this document. I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_