

## RECEPTIONIST

The Hawkins Group is an expanding UK based family run construction business. Within the Group (Hawkins Projects, Hawkins Roofing and Hawkins Steel) combined skills and experience work in synergy to bring together a wide range of projects; providing clients with the peace of mind that their projects are in safe hands. Our ability to integrate resources from different divisions within the group enables us to meet the everchanging needs of our clients' multidisciplinary requirements. We provide turnkey solutions for any project, which allows us to provide our clients with a cost effective, cohesive and efficient solution. Hawkins Group of Companies manages and oversees projects from inception to completion, allowing you to concentrate on running your business without the added stress of project management.

Everyone at Hawkins is committed, hardworking and passionate about what they do. Hawkins strives to provide a positive and fun working environment that focuses on comfort, collaboration and creativity to promote problem solving, effectiveness and success. Hawkins invests in staff training and development and embraces continuous improvement. Hawkins strives to and enhance staff engagement, job satisfaction and wellbeing.

### About the job

The main purpose of the role is to act as the first point of contact for all visitors and staff in order to provide an excellent customer service and great first impression. The role will work in a busy and ever-changing environment and will provide support to our hardworking team, ensuring customer satisfaction and care amongst clients and visitors alike.

<b>Reporting to</b>	Accounts Supervisor
<b>Location</b>	Unit 9a, Thorpe Way, Banbury, OX16 4SP
<b>Hours</b>	40 hours between Mon- Fri (8:00 am – 5:00pm incl 1 hour unpaid lunch break)
<b>Job type</b>	Full-time, permanent

### Key responsibilities

- To oversee the reception area and maintain friendly and professional service to clients and staff with a strong emphasis on providing the highest levels of customer care.
- To ensure that all visitors are dealt with efficiently, ensuring minimal delay in them meeting their host or attending their meeting.
- To ensure that reception, office areas, communal areas and meeting rooms are kept tidy and well maintained at all times.
- To ensure that all calls are dealt with efficiently, redirect calls as and when required, take messages for senior leadership team.
- To make hospitality arrangements as and when required – tea and coffee, lunch collection from Reg's Café, etc.
- To support H&S activities such as ensuring visitors sign in, carry out and coordinate fire alarm tests, ensure that any issues are reported to the fire alarm provider.

- To carry out various administrative tasks such as updating holiday booking on our internal systems, checking and recording driver license expiries, keeping near miss and accident book upto date, updating internal quality management system, processing of credit card statements etc.
- To assist senior leadership team with administrative support as and when required.
- To procure and distribute uniform to all customer coding staff and new starters.
- To ensure that office supplies are procured and provided across all 3 buildings.
- Any other duties as required by the Accounts Supervisor.

## Person specification

### Experience and knowledge

- Experience in a similar role
- Experience and competent in using MS Word, Excel, PowerPoint, Outlook, Multiline phone systems
- Excellent customer service skills
- Strong problem-solving skills
- Punctuality and ability to work to strict deadlines
- Ability to manage pressure and conflicting demands and prioritise tasks and workloads
- Organised, self-motivated, assertive
- Confidence to liaise with staff at all levels within the business
- The ability to work as part of a team and collaborate with others
- Ability to quickly learn new skills and apply this knowledge in the workplace
- Ability to plan own workload effectively
- Excellent attention to detail, quality and service delivery

## What you'll get in return

- Great team morale and company culture
- Training and development opportunities
- Competitive salary
- 20 days annual leave plus bank holidays
- Flexible pension scheme
- Company Car (role specific)
- Discretionary Bonus
- Socials and team activities
- Long Service Award
- Death in Service (subject to qualifying service)

## Get in touch

Hawkins Group of Companies is an exciting and fast-growing business, and we are always keen to hear from new talent wishing to work in the construction industry.

If you would like to learn more about working at Hawkins and the roles we offer, get in touch, have a chat and discover how you could build your career with Hawkins.

We'd love to hear from you, please contact Erika Szommer, HR & Training Manager for an informal and confidential chat on 01295 252363 or email [careers@hawkins-group.co.uk](mailto:careers@hawkins-group.co.uk)