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| **Role Title:** | Corporate Receptionist |
| **Location:** | Milton Keynes Support Office |
| **Reports to Role:** | UK/I Facilities Manager |
| **Direct Reports:** | None |
| **Grade:** |  |
| **Notice Period:** |  |
| **Version Number and date:** | 01 – 9.11.2021 |

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| **ROLE PURPOSE** |
| As Dominos Pizza’s corporate receptionist, you will be the first point of contact for employees, contractors and visitors who visit and work at our Support office, greeting and providing assistance as required. The Corporate Receptionist’s duties include offering administrative support across the organisation, welcoming guests, Dominos colleagues and contractors as well as coordinating all front-desk activities, including answering calls and emails, using in house software for access control and managing colleague bookings. To be successful as a receptionist at Dominos, you should be professional and people focused, able to multitask effectively whilst managing a busy and vibrant reception desk and have the ability to deal with challenges and issues as they arise, with a can-do attitude. |

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| **MAIN AREAS OF RESPONSIBILITY** |
| * Meet and greet Dominos colleagues, visitors and contractors.
* Manage access control software, issuing ID passes, assigning access profiles & ANPR entry.
* Oversee and manage electric vehicle bay allocation.
* Oversee and manage desk booking software.
* Ordering of stationary/reception items.
* Front of house management and concierge
* Answering reception call and manage voicemail.
* Organizing post and liaising with colleagues for business-critical post.
* Signing in visitors and contractors aligning with Dominos procedures

In addition, the role holder will be expected to:* Keep high standards within reception area
* Attend departmental meetings when required
* Support H&S department as required
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|  **KNOWLEDGE, SKILLS, ABILITY & EXPERIENCE** |
| * Friendly and approachable
* Reliable
* Ability to multitask
* Excellent communication skills
* Organised
* Motivated and driven to continually improve
* Keen to learn alongside your colleagues
* Embraces change

**Experience*** Previous reception experience is essential
* Excellent verbal and written communication skills with a customer-centric approach.
* Working knowledge of Microsoft Word, Excel and Outlook.
* Excellent customer service skills
* Professional and enthusiastic manner
* Experience in a fast paced, dynamic environment
* Understanding of a corporate working environment
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|  **COMPETENCIES** |
| ***At Domino’s we recruit, develop and retain the best talent, we work hard and have fun along the way, and our colleagues are;*** A close up of a sign  Description automatically generated     |
| Proud & Enthusiastic: A positive advocate of their brand energises others through their passion. Results Driven: Exceeds goals, pushes themselves to deliver, gets the job done at pace. Focused & Agile: Works towards business goals, flexible to adapt and innovate as needed. Open & Honest: Has sincere and two-way conversations, listens to and respects the views of others**.** Supportive: Encourages and helps others, builds relationships, contributes to a positive environment  |