

Receptionist

June 2022

An exciting opportunity has developed for a Receptionist to join our growing team. Northern Group is a thriving property company, trading in the fastest developing area of Manchester City Centre, Ancoats Urban Village, operating residential, commercial and co-working brands.

Key Responsibilities

Customer focused professional to act as the face of the business and provide support the property management team and lettings team.

Receptionist

- Meeting and greeting customers and visitors with a professional and friendly service
- Handling telephone calls and managing the switchboard
- Assist with processing rental enquires and booking appointments for our lettings team and property managers.
- Managing the ongoing applicant database.
- Producing weekly and monthly property reports
- Ensure the presentation of the reception area, meeting rooms and office area is of a high standard at all times
- Diary management of meeting rooms and conference room bookings, preparation of rooms in line with client requirements and refreshments
- Provide administration support as required by the property management department
- Report maintenance issues directly to the maintenance department and monitor issues through to resolution, ensuring tenants are communicated to at all times
- Handling incoming and outgoing post and distribute accordingly
- Order office supplies and beverage stocks
- Providing cover to the serviced office receptionist as and when required
- Logging and monitoring keys (actively checking that keys are returned to the office and correctly positioning them for colleagues to access. Creating tags for existing or returned keys and making sure that the system is updated)
- Acquire electricity and water meter readings for tenants and members of the team when requested
- Car park management – help with issues, enquires and issue tickets for our car parks. Take payments for tickets and update the system accordingly
- Follow the company standards relating to money handling
- Offer assistance to other members of the team where required (including holiday cover, emergencies etc.)

Jactin House, 24 Hood Street,
Ancoats Urban Village,
Manchester, M4 6WX

0161 974 3232
enquiries@northerngroup.co.uk
northerngroup.co.uk



Personal Specification

Attributes:

We are looking for a candidate who will:

- Offer first-class customer service
- Engage with customers/tenants of the building
- Take responsibility
- Problem solve
- Be personable
- Promote a positive environment

Requirements:

Customer service, reception and administrative experience is desired but not essential

Minimum 5 GCSEc (A-C) to include English and Maths

Job Specifications

Working Commitments:

- Working Hours: Monday to Friday - 08:45 to 17:15
- Job type: Full-time, permanent

Other:

- On-site parking available
- Pension contribution
- Company social events

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