



hentons

Receptionist

Candidate Brief

About Hentons

At Hentons we have over 40 years of experience and pride ourselves on understanding our clients, their businesses, and the issues they face no matter how big or small.

We are a multi award winning, top 100 National Chartered Accountancy & Business Advisory firm with national expertise, but our local knowledge means we can offer a bespoke, personalised service tailored to our client's needs.

Our national presence is underpinned by our strong Yorkshire roots. We have seven UK offices in Leeds, Sheffield, Doncaster, York, Hertford, London & Thirsk. Each of our offices offer a full range of business and advisory services.

Our clients' needs are the focus of everything we do and we know each client is unique and special with a range of different opportunities and challenges.



Key Information

- Ranked in the top '50+50 Accountancy Firms' by Accountancy Age
- Team of 150 & growing
- Partner/Leadership Team of 16
- Head Office in Leeds
- 6 other UK offices from Yorkshire to Central London
- Fee income of c£12m

Accreditations



Our why

Our clients' success is all that matters.

Through exceptional service, proactivity, and the strength of our people, we will find the best solution.

Combining the benefits of local and national connections, we will seek out new opportunities.

Taking a personal approach to every client, we will be there to listen, respond, and deliver, whenever you need us.



About the role

Role profile

Job Title: Receptionist
Department: Operations
Location: Leeds
Reports to: Operations Manager
Term: Permanent
Salary: DoE

Role overview

We're recruiting for a part time receptionist to join our warm and friendly team.

You will be responsible for delivering an excellent standard of service to colleagues, clients and partners as well as administrative support to the operational areas of the business.

You will be a polite, friendly and experienced receptionist who maintains a smart and professional appearance. You will have a passion for delivering excellent customer service and administrative support to both clients and colleagues. You will be a team player, who is committed to contributing to team objectives and will need to be comfortable with completing day to day admin tasks as well as undertaking ad hoc duties as well as having good computer skills.

You should be able to prioritise your own workload and able to work efficiently whilst maintaining excellent attention to detail.

This role is full time with hours 08:30 to 17:30 Monday to Thursday and 08:30 to 17:00 on a Friday.



About the role

Reception duties

- Open and close reception/the building
- Manage PPE and other reception related stock items
- Answer calls and emails in a professional and timely manner being first point of contact for the client
- Oversee mailroom functionalities, incoming mail and distribution as well as preparation/sending of outgoing mail.
- Demonstrate excellent client service and be a front facing ambassador for the firm
- Greet clients and visitors to the building with a positive, helpful attitude
- Answer phones in a professional and timely manner, screening calls and routing as necessary
- Sort and scan incoming post and assign to relevant individual using our practice management system
- Ensure knowledge of staff movements in and out of the organisation
- Monitor visitor car parking and maintain rota of spaces
- Provide refreshments for meetings
- Book and prepare meeting rooms
- Responsible for loading/unloading the dishwashers
- Keep a safe and clean reception area

Reception duties cont.

- Helping maintain workplace security by issuing, checking and collecting visitor passes as necessary as well as maintaining visitor logs
- Acknowledge receipt of courier parcels and client documentation, log and distribute
- Ensure meeting rooms are presented according to the Client Journey standards
- Keeping basic office supplies stocked and accessible to visitors, such as pens and notepads

Administrative duties

- Input and update client records on our practice management system
- Supporting the BD and Marketing team with events duties including, but not limited to, set up and breakdowns, booking meeting rooms, guest list management, event registration, sending parking confirmations, producing name badges and supplying refreshments
- Stock management of marketing materials in Reception & Meeting Rooms
- Supporting the admin team with archiving of old files and records
- Completing ad hoc administrative tasks

About you



Personal qualities

- Experience as a receptionist or similar role
- Committed, flexible, team player with excellent communication skills
- Professional appearance, with good manners and a willingness to provide a quality service to our clients
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organisational skills
- Multitasking and time-management skills, with the ability to prioritise tasks

Our values

Confidence

In ourselves and in the service we provide to our client. Our expert team will deliver exceptional solutions to help you succeed.

Trust

The strongest partnerships are built on trust. We are open and candid in our advice, and reliable in our delivery.

Dynamism

In exploring new opportunities for our clients, our approach to technology and new ways of working. We aren't scared to think about things differently.

Connections

We are perfectly placed locally to build close and personal connections with clients. Every office is backed and strengthened by our national network.

People

Every team member brings something special and unique to Hentons. We work together, championing each other and encouraging ambition.

Our benefits

Medicash Plan

We have teamed up with Medicash to provide a range of cash back towards everyday healthcare bills and a wide range of other wellbeing benefits

Subsidised Gym Membership

Following the successful roll out of our Flexible Working Policy, we have continued our approach in promoting a healthy work life balance and therefore offer subsidised gym membership

Death in Service (4x Salary)

In order to protect our staff should the worst ever happen we provide a death in service scheme. This scheme will pay out a lump sum to a nominated dependant.

Buy and Sell Holidays

Whether staff would like additional annual leave for a special occasion or would prefer to use less of their entitlement, we now offer a buy and sell holiday scheme.

Social Club

Each Hentons Office has its own Social Committee which organises funded/subsidised social events throughout the year both locally and nationally.

Cycle to Work Scheme

Hentons is part of the 'CycleScheme', offering money towards bicycles at over 2000 retailers.

Season Ticket Loan

Our offices are all near to public transport and we encourage staff to consider using a train or bus to get to work. Staff can apply for an interest-free loan to buy a season ticket on public transport, which is paid back out of monthly salaries.



How to apply



Candidates

To arrange an informal conversation about the role and Hentons or for further information, please contact:

hr@hentons.com

To apply, please send a copy of your CV and a Covering Letter to:

hr@hentons.com

Recruitment Agencies

All queries, submissions and contact from Recruitment Agencies must be directed through our Human Resources Manager, using the following email:

hr@hentons.com

Frequently Asked Questions

For further information and FAQs on our recruitment processes, please visit the 'Working at Hentons' section of our website:

<https://www.hentons.com/about-us/working-at-hentons/>



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www.hentons.com