

Job Description

Job Title:	Reception and Facilities Apprentice
Job Reference No:	AD1079
Programme:	Directorate
Grade:	Apprenticeship Grade
Line Manager:	HR Officer

Main Purpose of the Job

To develop the skills and knowledge which will assist you to complete a qualification in facilities management and secure employment with potential to progress their career in the future.

To provide excellent customer facing support services as part of the office team for reception, facilities and information technology (IT). As a point of contact for staff and visitors, you will be a helpful and personable representative of WCMC.

Key Areas of Responsibility

To undertake facilities management training in adherence with the apprenticeship framework.

To meet and greet external and internal customers whilst working in the reception area, making everyone feel welcome and giving great customer service.

To support employees with allocation of IT equipment in conjunction with WCMC outsourced IT provider.

To help set up meeting rooms and AV equipment accordingly for internal and external meetings and training etc.

To carry out facilities, reception and travel desk duties and responsibilities, in support of internal and external WCMC customers.

To be committed to WCMC's values. To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.

To carry out duties and responsibilities in accordance with Health and Safety Policy and relevant Health and Safety legislation.

Answering queries and offering information, interacting with colleagues and visitors in a variety of methods including face-to-face, over the phone and via email.

Your daily routine will vary depending on the business needs of the organisation on that day and cover requirements for the team.

Other Duties

- To undertake a development programme leading to a National Vocational Qualification as part of an apprenticeship.
- To actively participate in own development plan which will be agreed with the line manager and the assessor from the training provider.
- As directed, undertake a work programme in the facilities and reception to develop practical skills and knowledge to include: general information relating to facilities, reception and IT equipment.
- To take part in meetings, supervision, training as requested by the manager.
- To undertake other duties commensurate to the grade of the post.