**Receptionist Full Time (37.5 hrs)**

We are looking for a polite, friendly and professional person who is passionate about getting things right first time. You will have a natural and engaging communication style, demonstrating a passion for customer contact.

Based in our office in Stockton on Tees, Taylor Wimpey North Yorkshire, you will deliver an efficient and professional Reception service operating a Horizon Receptionist Console and assisting other departments with administrative duties as and when required.

The successful candidate will provide continuous reception cover, ensuring all calls are answered promptly, queries dealt with wherever possible and efficiently directed to the correct person when appropriate. You are expected to provide good customer care by responding quickly, politely and efficiently to telephone calls.

The working hours are: Monday – Thursday 8.45am – 17.15pm; + Friday 8.45am – 16.00pm

**The Role:**

* Answer the phone in a professional and courteous manner as quickly as possible, rapidly determining the purpose of callers and forward them to the appropriate person or department, interacting with the caller as an ambassador to Taylor Wimpey.
* Take accurate messages from clients wishing to be called back and deliver these messages to the appropriative member of staff.
* Welcome on-site visitors and keep track of key people’s movements within the building and when they are working away from the office.
* You will display outstanding organisations skills, receiving goods and services into reception and keeping a log of deliveries notifying the relevant individuals. Distributing incoming post to the relevant departments.
* To carry out Company Health & Safety and security procedures in logging visitors in an out of the Regional Office.
* To provide training to fellow employees to ensure that adequate cover is available for rest periods, holidays and sickness.
* To assist the Production Department with administration support.

**The Person:**

* You will have proven time management experience, working well under pressure in a fast moving environment
* A person who is open to change and continually strives to improve performance and be the best that they can be
* Ability to work independently, prioritise work, take initiative and make informed decisions
* A Polite, friendly and professional person who demonstrated a keen attention to detail and a “Can Do” attitude
* A natural and engaging communication style, demonstrating a passion and excellence for customer contact, developing relationships both internally and externally, face to face and over the phone.
* Must be proficient in Outlook, Word, Excel and Powerpoint.

**In order to be successful in this role you must be able to prove eligibility to work in the UK.**

**The Company:**

Taylor Wimpey is a FTSE 100 business and one of the largest residential developers in the UK, building new homes and communities across England, Scotland and Wales.

Our vision is to become the UK’s leading residential developer for creating value and delivering quality. We build over 10,000 homes each year, from one-bedroom apartments to six-bedroom houses all across the country.

Our people are passionate about the house building industry and about our customers. Culturally we pride ourselves in having a diverse work force with an opportunity to grow a career in a variety of environments. We look to develop our people in the skills and areas they are most interested in so if you are looking to join a thriving company going through an exciting period then please get in touch.