**Receptionist (22.5 hours per week over 5 days – Job share)**

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 Bury St Edmunds, Taylor Wimpey East Anglia, you will deliver an efficient and professional Reception service operating a Mitel 5550 IP console.

The successful candidate will ensure continuous reception cover by operating a true job share with the other part time receptionist. You are expected to provide good customer care by responding quickly, politely and efficiently to telephone calls.

**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. Opening the morning post and distributing this to appropriate pigeon holes in a timely fashion.
* You will provide administrative support to all departments and will assist the Executive Secretary and ITC in maintaining the MITEL directory and phone system.

**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 passionate about getting things right first time
* 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.

If you wish to be considered for this role then please apply in writing to susan.stitt@taylorwimpey.com **for the attention of Sue Stitt, Executive Secretary.**

**Closing date: 31st August 2015**

**Internal applicants – please advise your Line Manager if applying for this role.**