

Receptionist – Job Description

Tattersall Bailey is looking for a well-organised, positive and hardworking receptionist to join its team.

Candidates must have good attention detail with an ability to prioritise their workload. They should be personable and have a 'can do' attitude. The role is ideal for someone who enjoys repetitive daily and weekly tasks, finding satisfaction in maintaining a routine, as well as having the ability to proactively fit ad hoc work around core tasks. This is a supportive role designed to ensure the smooth running of the firm.

Job title	Receptionist
Location	Cockermouth with occasional days in Carlisle when required
Employment type	Full-time, permanent
Company Overview	Tattersall Bailey is a modern, cloud-based accountancy practice with offices in Cockermouth and Carlisle. We are passionate about delivering excellent accounting and tax solutions to our rapidly expanding client base.
Reports to	Practice manager and partners
Salary	Competitive salary based on skills and experience
Benefits	25 days holiday plus bank holidays (26 after 5 years) Birthdays off (in addition to holiday allowance) Smart/casual dress code Bonus for new client introductions Friendly team/staff socials
Primary responsibilities	Answer, screen and redirect calls Record and provide basic and accurate information in person and via phone and email Greet and welcome clients and contractors with a positive and professional attitude Maintain the reception and meeting room areas, ensuring they are tidy Schedule appointments and manage calendars Manage incoming and outbound correspondence and client records Sort, accurately scan, and file documents relating to client tax and accounts jobs

	<p>Assist with administrative tasks such as scanning, filing, creating forms, requesting client information, data entry and shredding</p> <p>Regularly check and restock kitchen and stationery supplies</p> <p>Perform other administrative duties and run errands as needed</p>
Essential skills and experience	<p>Excellent attention to detail</p> <p>Proven experience in a receptionist and/or administrative role</p> <p>Solid written and verbal communication skills</p> <p>IT literacy, especially Office 365</p> <p>Organisation, excellent time-management and multitasking</p> <p>Enjoyment of repetitive daily/weekly tasks and satisfaction in routine work</p> <p>Core GCSE's or equivalent</p> <p>Team player</p>
Desirable skills and experience	<p>Relevant qualification</p> <p>Hands-on experience with office equipment (e.g. printer and franking machine)</p>
Contact details	<p>Please contact Susi Seward, practice manager, for more information or to submit a CV and cover letter.</p> <p>Susi.seward@tbc.uk.com</p> <p>01900 826111</p> <p>Applications will be reviewed on a rolling basis until the position is filled.</p>