



WILLIAM GRANT & SONS

ROLE PROFILE

Job Title	Receptionist and Facilities Assistant Receptionist and Facilities Assistant
Business Unit / Group Function	OBU
BU Team / Sub-Function	Packaging
Location	SBP
Team Leader	Facilities Manager
Team Members	No
Job Level	5
Role Purpose Maintain high standards of efficiently being a key point of contact for WGS international network of businesses and operations and all external contacts including consumers, ensuring a positive reflection of WGS values.	
Accountabilities <ul style="list-style-type: none">• Operate Arc console in an efficient and professional manner for all Scottish Sites, ensuring no calls go unanswered• Be first point of contact for welcoming all visitors/contractors, ensuring that they are issued with the correct documentation• Organise all travel arrangements for visitors arriving at SBP ensuring transfers are booked with local relevant taxi or coach firms, considering local budgets and individual preferences• Support and operate mailroom, franking, weighing, packing distributing Royal Mail and courier items and ensuring shipments are sent using DHL Easy Ship system with the correct paperwork, deal with the inquiries from internal and external customers, track packages and ensure they arrive at their destination in a timely and cost-effective manner• Process and manage the company MORR requests and requirements, checking and processing requests for authorisation to drive, maintaining the authorised drive list• Create and record preventive maintenance plan on IFS, and coordinate all site facility repairs, recording requests and ensuring reporting is carried out and managed in a timely manner, following up and creating a clear plan for any repairs, tracking work order requests are carried out to a finish• Pass team invoices for payment ensuring all costs are correct and allocated to the appropriate cost centre• Contribute and participate through engaging in team meetings and taking an active part in problem solving activities• Follow and comply with all WGW processes, standards, and guidelines in the performance of your role, reporting any non-conformances in a timely manner.	
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