



The ROYAL
SOCIETY of
MEDICINE

**Senior Receptionist
Wimpole Street Reception
Full time, permanent**

The Royal Society of Medicine (RSM) is a UK charity and membership organisation dedicated to advancing health.

Through learning and collaboration, we empower a global community of healthcare professionals to enhance their practice and improve patient outcomes, while promoting a broader understanding of health through public engagement.

Founded in 1805, the RSM has a long history of bringing individuals with diverse experiences together to share knowledge and pioneer new approaches to medicine and healthcare. Today, our membership connects the full spectrum of healthcare disciplines and career stages, with our educational events programmes and learning resources supporting healthcare professionals worldwide.

Our members, partners and collaborators work collectively, drawing on one another's expertise to raise standards and develop innovative solutions.

Together, we are transforming healthcare, and lives, for the better.

Overall Job Purpose

The purpose of this role is to act as a central point of awareness and coordination within the organisation. This includes staying informed about key meetings and events, managing incoming and outgoing deliveries, and handling courier for both internal teams and external clients. As the first point of contact for employees, visitors, and potential clients, this role is critical in representing the company professionally and ensuring smooth day-to-day operations.

Key tasks & responsibilities

- ✓ Answer and direct phone calls in a polite and friendly manner
- ✓ Maintain a log of all contractors and staff withing the organisation of all parcels, conference materials, exhibition equipment that is delivered or collected at the RSM
- ✓ Email and voice call recipients of incoming parcels, special deliveries, recorded mail, etc, for them to come and collect from the Wimpole Reception desk
- ✓ To be a visible point of contact for all persons entering the Society's premises
- ✓ Signing in visitors and Contractors and supplying them visitor's badges
- ✓ Administrative tasks such as: Preparing meeting and Events signages daily
- ✓ Preparing meeting and training rooms when required
- ✓ To advise and direct people to event space or meeting rooms and appropriate building facilities
- ✓ Liaising with other receptionist, catering, and the AV team when clients arrive at the building
- ✓ To maintain a safe and clean reception area by complying with procedures, rules, and regulations
- ✓ Keeping track of all the stationary and inform Manager on monthly basis
- ✓ Issue departmental keys and meeting and event room key cards as necessary
- ✓ Be part of the fire evacuation and investigation team if an alarm situation arises

- ✓ To deal with any complaints in a calm and professional manner, escalating to the correct person when needed
- ✓ To report any maintenance issues in the Reception, Meeting rooms and lobby areas etc. as directed to the correct department
- ✓ Be able to start and close a shift independently
- ✓ To make Public Address announcement as required and appropriate.
- ✓ Supporting the conference and banqueting team in delivering excellent customer service

Person Specification & Competencies

- ✓ Receptionist experience in a Corporate Events Company
- ✓ To have a good computer skill, Office365 & Signage live systems, knowledge of Rendezvous and Visionline is an advantage
- ✓ To be a trained first aider Certificate (desirable)
- ✓ Strong verbal and written communication skills
- ✓ Excellent organizational and multi-tasking abilities.
- ✓ Able to type 35 wpm minimum
- ✓ Strong phone skills
- ✓ Comfortable multi-tasking and prioritizing tasks without guidance
- ✓ Excellent interpersonal skills
- ✓ Excellent communication skills, both written and spoken.
- ✓ Providing and maintaining a professional and effective dialogue with clients & staff.
- ✓ Excellent time management skills and the ability to work under pressure, organize and multitask.
- ✓ Confidence in liaising with other departments.

The post holder must always when conducting responsibilities and interacting with others:

- Uphold the vision, mission and values of the RSM
- Support effective communication and consistent management of RSM policies and procedures throughout the organisation
- Adhere to the Society's Health and Safety regulations and ensure the safety of oneself and others engaged in the RSM premises and work by reporting hazards to a senior manager for address or taking actions (where possible) to remove safety hazards
- Adhere to the Society's Data Protection regulations and only use data as required to undertake their role and handle it in an appropriate and confidential manner
- Fully subscribe to the spirit of and adhere to the Society's people policies in particular the Discrimination, Bullying, Harassment, Victimisation policies.