

JOB DESCRIPTION



JOB TITLE	Receptionist
DATE	May 2026
DIVISION	Public FM
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

OCS is currently recruiting for a Receptionist to join our team within our Public Sector business, based at a high-profile site in Aberdeen. You will play a key role in delivering a professional, welcoming, and seamless experience for all visitors, staff, and stakeholders.

As the first point of contact for the site, you will act as the face of the building—creating a positive first impression while ensuring reception and front of house services are delivered efficiently and consistently.

KEY TASKS & RESPONSIBILITIES

- Deliver a warm, professional welcome to all visitors, staff, and contractors
- Act as the first point of contact, providing a high standard of customer service at all times
- Manage visitor access, including issuing passes and maintaining accurate sign-in procedures
- Handle incoming calls and enquiries promptly and professionally
- Coordinate meeting room bookings and support room setup and event logistics
- Provide general front of house and administrative support as required
- Carry out mailroom duties, including distribution and coordination of incoming/outgoing mail
- Support health and safety procedures within the building, ensuring compliance at all times

QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to work in the UK and willingness to undertake a DBS check
- Previous experience in a Reception, Front of House, or customer-facing role within a professional environment

- Strong customer service skills with a focus on delivering an excellent workplace or guest experience
- Confident communication skills (verbal and written)
- Good working knowledge of Microsoft Office applications
- Professional, well-presented, and highly organised approach
- Ability to work independently and as part of a team

Desirable:

- Experience within a corporate or high-profile environment
- Experience supporting meeting room management or events coordination
- Familiarity with visitor management systems

WORKING ARRANGEMENTS

You will work XX hours per week, across a set shift pattern covering court operating hours. Shifts may vary depending on operational requirements. This is primarily a daytime role with no night shifts.

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: