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## WHO WE ARE

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Buccleuch is a diverse and innovative business with a passion for sustainable land use in rural Britain. People are at the heart of Buccleuch, in particular, colleagues, tenants, customers and visitors. Our commercial enterprises, including leisure & hospitality, agriculture, forestry, energy, rural estates and commercial property, provide approximately 500 jobs in local communities.

Buccleuch Property is the commercial real estate element of Buccleuch and one of the UK's most innovative private property investment and development companies. With a respected management team, the Company is also a partner in a number of strategic joint ventures including Native Land, a specialist residential and mixed-use developer base in central London and Queensberry Properties, who develop high quality residential housing in the Central Belt and Borders of Scotland.

**For more information about us, and what we do, look at our websites here:**

[www.buccleuch.com](http://www.buccleuch.com)

[www.buccleuchproperty.com](http://www.buccleuchproperty.com)

## OUR VALUES

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- We treat each other with respect
- We do our best for customers
- We care about our communities
- We actively manage our impact on the environment

## WORKING FOR US

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Shepherd, Lettings Agent, GIS Technician, Gardener, App Developer, Joiner, Wildlife Ranger, Barista, Forester, Surveyor, Retail Assistant, House Guide, Project Manager, Finance Assistant, Fencer, Site Engineer...

Just some of the many and varied roles people carry out at Buccleuch and chances are, you won't have worked anywhere like it before. Whether you're based on one of our stunning rural estates or in our centrally located modern Edinburgh office, if you join us, you can expect to be busy and challenged, but you'll never find it dull. Colleagues are encouraged to use their initiative, and many have had the opportunity to develop their roles. We're particularly committed to safety and wellbeing, and we think this is a great place to work.

In our last People Survey colleagues reported that they are proud to work for Buccleuch, they understand what is expected of them and feel that their team environment is supportive. Here's what some of our colleagues had to say:

*"Buccleuch is unique but it's the people that really make it"*

*"I'm very proud to work for Buccleuch and feel very much part of an amazing team"*

*"A thoroughly enjoyable place to work"*

*"The company has really demonstrated commitment to everyone's wellbeing"*

*"Progressive and always looking to improve ways of working"*

*"The mansion houses and grounds are so beautiful and it's interesting to work with a family whose roots trace back to King Charles II and beyond"*



## THE ROLE

<b>Role title</b>	Receptionist	<b>Perm/temp</b>	Permanent
<b>Location</b>	Edinburgh	<b>Hours per week</b>	3 or 4 days
<b>Start date</b>	Subject to availability	<b>Manager's role</b>	Office Manager/ PA

The Receptionist provides the first point of contact for all visitors to the office, and in addition to general reception duties, will support the Office Manager/PA and wider admin team by undertaking a range of administration tasks as required.

In particular, the post holder will:

- Greet visitors arriving at the office and ensure meeting rooms are set up for use as required
- Respond to telephone calls and emails promptly and refer queries to other colleagues as appropriate
- Arrange travel and accommodation for the Buccleuch Property team

The successful candidate will work 3 or 4 days, one of which must be a Monday, from 9am – 5.30pm with a one hour's break for lunch. Please note, this role is not suitable for home working.

You will find more detail about the day-to-day responsibilities and tasks involved in this role at the end of this pack.

### Salary & benefits

<b>Salary range (dependent on experience) *</b>	£21 - £23k FTE per annum
<b>Employer pension contribution (subject to you contributing 3.5%)</b>	5.5%
<b>Annual leave (inclusive of public and statutory holidays) *</b>	30 (FTE)
<b>Life assurance</b>	2.5 x salary

\*Salary & annual leave are pro-rated for part-time colleagues



Holidays increase by one day for five years' continuous employment (up to a maximum of 5 additional days) and we offer the opportunity to join a holiday purchase scheme (after one year's employment) along with a pension and cycle to work salary sacrifice schemes.

## THE PERSON

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We want to hear from candidates with the skills listed below, who enjoy working in a small, busy team environment and can demonstrate the personal traits and behaviours that are key to success in this role.

### Essential skills

Proficient in the use of MS Office  
Strong customer service focus  
Excellent organisational skills

### Personal traits & behaviours

Positive and flexible approach to work  
Confident, with a professional and friendly manner  
A 'can do' attitude and willingness to provide support and assistance to colleagues

Ideally, you'll have some experience in reception or admin work, but being able to demonstrate the right attitude is most important, full training will be given!



## ROLE SPECIFICS

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On a day-to-day basis, our Receptionist will:

- Greet visitors to the office and inform appropriate person of guests' arrival
- Ensure the reception area and meeting rooms are kept clean and tidy
- Deliver phone and visitor messages promptly, screen calls and deal with speculative enquiries
- Control and monitor the booking of meeting rooms
- Arrange refreshments and coordinate all catering requirements for meetings
- Open, sort and distribute incoming mail
- Frank and organise outgoing mail and take items to the post office as required
- Organise any equipment required for meetings e.g., teleconference equipment
- Order refreshments, condiments, and cleaning products
- Assist the admin team in monitoring office supplies
- Arrange travel & accommodation for the team
- Allocate visitor parking spaces and manage car parking in accordance with the office parking policy
- Undertake a range of tasks related to the safety and wellbeing of colleagues and visitors including checking fire alarms, extinguishers, lighting and first aid supplies
- Print and collate documents
- Book taxis and couriers
- Organise recycling
- Assist the PA/Office Manager to organise corporate and social events
- Undertake general admin tasks for the PA/Office Manager and other members of the Buccleuch Property team
- Support the PA/Office Manager with day-to-day office maintenance tasks as required.

We ask all our colleagues to:

- Be familiar with, and adhere to our company policies, guidance, and practices
- Co-operate with colleagues to ensure that Buccleuch is a safe place to work and visit, and inform their manager or a member of the safety team if they have any concerns
- Undertake such other duties as may be required from time to time and are consistent with the responsibilities of the role.

## APPLYING FOR THE ROLE

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Sound interesting? If you think you have the right skills, attitude and experience to join our team we would love to hear from you! To apply, please email your CV and a covering letter to our recruitment team at [recruitment@bucleuch.com](mailto:recruitment@bucleuch.com).

If you have any questions about the role, would like this information presented in a different format, or would like more information about our application process, please contact us at [recruitment@bucleuch.com](mailto:recruitment@bucleuch.com)