

## ROLE PROFILE

**Job Title:** Receptionist / Administrator  
**Reporting Line:** Various  
**Division:** Mobility, Rolling Stock  
**Business Unit:** Rolling Stock  
**Location:** Various  
**Contract type:** Various (Permanent/Unlimited contract/Fixed Term)  
**Schedule type:** Various (Full Time/Part-time/Job Share)  
**Safety Status:** Non Safety Critical

**Goals/Mission:** To provide administrative support to the Office Manager and the wider business including processing expenses, filing, recording team annual leave and sickness as well as reception duties, where you will have entrance access control and be required to meet and greet visitors.

### Key Accountabilities:

Key Competence Area	Responsible/ Accountable	Typical Activities or Outputs
Administrative Duties	Full	<ul style="list-style-type: none"> <li>• Providing day to day administrative support including raising purchase orders, processing expenses, filing and archiving</li> <li>• Preparing specialized reports, statistics and correspondence</li> <li>• Maintaining records and filing systems; typing and entering data into computer systems, including Office applications or specialized software packages</li> <li>• Administering programmes, projects and processes specific to the organization unit served</li> <li>• Logging and reporting annual leave and sickness</li> </ul>

		<ul style="list-style-type: none"> <li>Supporting Team Administrator and cover the role when required</li> </ul>
Reception Duties	Full	<ul style="list-style-type: none"> <li>Performing entrance and access controls in the depot</li> <li>Receiving and switching incoming calls</li> <li>Verifying credentials of persons entering property and announcing them to the appropriate contact person</li> <li>Assuring that packages leaving the property are duly authorized</li> <li>Ordering and replenishing stationery items</li> <li>Arranging meetings (booking rooms and catering requirements)</li> <li>Ordering and preparing catering for the meeting rooms</li> <li>Keeping reception area and meeting rooms clean and presentable</li> <li>Arranging taxis and couriers collection and delivery</li> </ul>
Health, Safety & Environment	Full	<p>Implement safe systems and controls within your area of responsibility</p> <p>Understand, implement and comply with the Siemens Rail Systems HSQE policies.</p> <p>Communicate health and safety responsibilities to your team (or virtual team) and ensure employees raise issues and participate in implementation of agreed changes.</p> <p>Fully participate and engage in RS behavioral safety agenda to ensure you and your team work safely.</p> <p>Engage with HSQE team to agree targets and priorities to communicate and cascade to team.</p> <p>Take reasonable care to avoid acts or omissions that may</p>

		<p>have an environmental impact.</p> <p>Accept personal responsibility to take care of ourselves and any others affected by one's own acts or omissions</p>
Continuous Improvement/ Quality	Full	<ul style="list-style-type: none"> <li>- Actively participate in our 3is improvement programme and drive implementation of improvements from the team.</li> <li>- Continuously develop cross functional and departmental processes.</li> </ul>
Behaviors	Full	Exhibit the Siemens Rolling Stock behaviors throughout your Siemens career
Compliance	Full	<ul style="list-style-type: none"> <li>- Monitor compliance to meet internal control procedures and take appropriate corrective action.</li> <li>- Ensure awareness and understanding of Siemens compliance policies and 'Tell Us' ethos. Implement in areas of responsibility.</li> </ul>
Other		This role profile may vary from time to time in accordance with changes to business needs. Your annual objective setting with your line manager will outline any additional responsibilities to meet business requirements or individual development needs for the forthcoming financial year.

## Stakeholders & Interfaces:

Support to the Office Manager and the wider business

## Qualifications, Experience & Technical Know-How

### Essential:

- Proven capability in administrative skills and duties

- Effective organizational, interpersonal and time management skills
- Excellent communication and IT skills

## Rail Systems – Our Behaviours

### Non Management – What it is

<b>Respect</b>	<ul style="list-style-type: none"> <li>• Treating others as you would like to be treated</li> <li>• Acknowledging that everyone plays a key role by respecting everyone's opinion</li> <li>• Taking time to understand other's roles and how they relate to yours</li> </ul>
<b>Focus</b>	<ul style="list-style-type: none"> <li>• Endeavouring to complete tasks on time, safely and thoroughly</li> <li>• Recognising that we have standard approaches to how we do things and positively working towards them</li> <li>• Thinking about how you do things</li> </ul>
<b>Initiative &amp; Execution</b>	<ul style="list-style-type: none"> <li>• Being involved in team meetings and taking an active interest</li> <li>• Being aware of how you affect the morale of others around you</li> <li>• Looking for improvements and making suggestions</li> </ul>
<b>Bold, Decisive &amp; Courageous</b>	<ul style="list-style-type: none"> <li>• Being bold, decisive and courageous in the way you approach your role, ensuring your voice is heard on matters of importance</li> <li>• Speaking up when you see something that could be improved or something you feel is wrong</li> <li>• Looking out for each other's safety and wellbeing</li> </ul>
<b>Siemens First</b>	<ul style="list-style-type: none"> <li>• Thinking and working as a team to achieve goals and objectives</li> <li>• Thinking about what you do and how it impacts on other parts of the organisation</li> <li>• Recognising you are part of a wider team</li> <li>• Caring for the welfare of your colleagues</li> </ul>
<b>Motivate &amp; Engage</b>	<ul style="list-style-type: none"> <li>• Knowing that there is no such thing as a 'silly' question</li> <li>• Involving colleagues and appreciating their help and support</li> <li>• Having an understanding of why you were asked to do something and how you contribute</li> <li>• Giving colleagues time to assist rather than expecting them to drop what they are doing and do it now</li> </ul>
<b>Empowerment &amp; Trust</b>	<ul style="list-style-type: none"> <li>• Listening to colleagues</li> <li>• Trusting the team around you to do the job they said they would</li> <li>• Completing the tasks you said you would</li> </ul>
<b>Honesty, Openness &amp; Collaboration</b>	<ul style="list-style-type: none"> <li>• Accepting and welcoming new ideas</li> <li>• Sharing knowledge and experience to help others</li> <li>• Helping out team members</li> <li>• Where relevant, communicating with other functions about what you are doing and why, and seeking or giving advice when asked</li> </ul>

## Rail Systems – Our Behaviours

### Non Management – What it is not

<b>Respect</b>	<ul style="list-style-type: none"> <li>Using, or being involved in, banter to disrespect others</li> <li>Keeping quiet when others are being disrespected</li> </ul>
<b>Focus</b>	<ul style="list-style-type: none"> <li>Taking shortcuts or ignoring procedure</li> <li>Refusing to learn how to do something, assuming someone else in the team will do it for you</li> </ul>
<b>Initiative &amp; Execution</b>	<ul style="list-style-type: none"> <li>Avoiding accountability for actions or your tasks</li> <li>Being adverse to change</li> <li>Not appreciating the connection between different functions / teams avoiding working together to resolve challenges</li> </ul>
<b>Bold, Decisive &amp; Courageous</b>	<ul style="list-style-type: none"> <li>Being loud, brash or arrogant in the way you achieve your goals</li> <li>Turning a blind eye to an unsafe act or action</li> <li>Ignoring or not following each of the 4 Steps to Zero Harm</li> <li>Intentionally ignoring procedures</li> </ul>
<b>Siemens First</b>	<ul style="list-style-type: none"> <li>Thinking only about your own needs or requirements to the detriment of others</li> <li>Ignoring standardised processes for the sake of it or based on past experiences</li> </ul>
<b>Motivate &amp; Engage</b>	<ul style="list-style-type: none"> <li>Doing your job without appropriate knowledge, training, or having the correct tools</li> <li>Saying 'that's not my job' or 'that's your job, not mine' because of functional titles</li> <li>Refusing to help others</li> </ul>
<b>Empowerment &amp; Trust</b>	<ul style="list-style-type: none"> <li>Causing people to question their decisions</li> <li>Being unable to learn lessons from wrong decisions</li> </ul>
<b>Honesty, Openness &amp; Collaboration</b>	<ul style="list-style-type: none"> <li>Creating barriers between different teams or locations, making it difficult to work together</li> <li>Not listening to others</li> <li>Being dishonest or not pulling your weight</li> </ul>

\*Please note that where this role profile isn't used for a role advert, the role profile must be provided to the employee prior to interview stage

\*\*Please ensure that all role profiles are stored on the BMS.

\*\*\* Please note, when raising a new role it is the responsibility of the hiring manager to gain approval prior to advertising the role

