



What can we develop together?

1. ABOUT CRUX

Crux are world-leaders in the design, simulation and analysis of medical devices and consumer products; working as a trusted partner to many medical companies and household brand names, our projects touch lives by delivering a vast array of products to global markets.

2. OFFICE RECEPTIONIST

Crux are looking for an enthusiastic candidate to join our Operations team as an Office Receptionist. The role will include a diverse range of responsibilities, supporting the wider team. This is an exciting opportunity for someone with a few years of office administration or customer service experience looking to further their career.

In this full-time role, you will be managing the arrival experience for our clients and visitors, providing a friendly, welcoming and professional first impression for the business. Additionally, you will be handling incoming calls and managing incoming/outgoing deliveries. Helping the team with general administrative duties will also make up a large part of the role, including managing office supplies and assisting with ad hoc tasks.

On occasion, you will also be required to assist with the logistics and running of user research and human factor studies as part of our design and development projects.

3. PRINCIPAL RESPONSIBILITIES

- Greeting visitors, being professional and friendly (client/visitor experience)
- Building a rapport with regular visitors and clients
- Arranging meetings and ordering catering as required
- Answering the telephone, transferring calls and taking accurate messages
- Sorting and distributing incoming mail
- Arranging outgoing mail and parcel delivery
- Providing flexible support to a dynamic team to ensure the smooth running of the office
- Ensuring office and studio supplies are maintained
- Complete simple maintenance tasks e.g., coffee machine
- Ad hoc research
- Assisting in the arrangement and scheduling of building maintenance
- Support in arranging human factor research schedules, documentation and coordinating participant visits
- Ad hoc cleaning and tidying in client facing areas to maintain high standards

4. WHAT WE'RE LOOKING FOR...

Someone who is professional, reliable, pro-active, positive, and works to high standards. You must be able to multi-task, effectively prioritise your workload and be highly organised. Additionally, you will have a friendly and accommodating manner, and find it easy to build rapport with clients and colleagues. You will also live out the company values by exhibiting Integrity, Ingenuity and being Invested in everything you do.

4.1 Essential

- Previous general office administration, reception or customer service experience
- 5+ GCSEs grade 9-6 (A-C) or equivalent
- Experience in using Microsoft applications, including Excel, Word, PowerPoint, Outlook and Teams
- Enthusiastic, friendly and professional manner
- Great customer service skills, remaining approachable and calm at all times
- Excellent written and verbal communication skills
- Confident to use own initiative and ability to juggle priorities
- Quick learner and an appetite to pick up new skills and technologies
- Meticulous attention to detail
- Adaptable problem solver with a "can do" attitude

4.2 Desirable

- Experience of SAP By Design or other ERP systems would be advantageous
- Experience working with ISO 9001 and/or ISO 13485 Quality Management Systems
- Experience working within a consulting environment

5. WHY YOU'LL LOVE WORKING HERE

We're a dynamic and fast-growing engineering consultancy that takes pride in its outstanding work and supportive work environment.

As a member of our team, you'll collaborate with a diverse group of skilled professionals who excel in their respective fields. Our strong community is built upon effective communication and happy employees, collaboration in project work and regular social events are the norm.

Check out what an opportunity at Crux offers you: [Life at Crux](#)

If you're interested in working on multidisciplinary design projects, tackling some of the toughest briefs in the medical and consumer goods sectors, then we want to hear from you!



Interested? Email your CV and covering letter to careers@cruxproductdesign.com and add 'Office Receptionist' as the email subject.

For our privacy notice please see the following link: [Crux Privacy Policy](#)