



## Job Description

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<b>Post</b>	Receptionist and Facilities Administrator
<b>Reports to</b>	Facilities Manager
<b>Contract:</b>	Permanent / Parttime
<b>Hours:</b>	2 days a week, Tuesdays and Wednesdays (8.30am - 5.00pm) with flexibility to cover other receptionist on other days
<b>Location:</b>	19 -22 Charlotte Road, London EC2A 3SG

### The role

First point of contact for both charities at Charlotte Road, the Receptionist is pivotal to providing a courteous, friendly and helpful impression for all guests and staff within the building. The Receptionist is responsible for keeping the reception area clear and tidy and for attending to the requirements of visitors in a friendly and efficient manner.

The role is also required to assist with building compliance while also managing and executing administrative tasks to the highest quality standard reporting to the facilities manger

### Key tasks

Specific duties will include:

- Provide a professional and efficient reception service to both internal and external customers at all times, and maintain high standards of customer satisfaction and care.
- Operate the telephone efficiently and leave the caller with the impression of a professional, well-mannered organisation.
- Receive all visitors pleasantly and deal with their enquiries efficiently.
- Managing all meeting room bookings required for both charities when required
- Maintain the buildings access control system ensuring staff, students, visitors and contractors are assigned a unique QR code which provides the ability to sign in and access appropriate areas within the building
- Coordinating bookings of all taxis, couriers and art shipments
- Ensure all reception financial procedures are maintained and kept up to date using spreadsheets provided.
- Be responsible for the reception petty cash float, and reconcile at the end of each month.
- Control access via the front and side door during opening hours.

- Frank outgoing mail using the franking machine and be familiar with Royal Mail services, be responsible for re-crediting the franking machine and sending reports to all charities
- Assist with mail shots and mail outs as required, and send out publicity and marketing materials for all charities on site.
- Collate the incoming post for the individual charities.
- Manage storage or archive booking or retrieval requests
- Managing the incoming daily post for the individual charities, which must be scanned and emailed to the relevant person
- Ensure the reception desk, waiting areas are tidy and well-presented and not improperly used. & also displaying the correct posters for exhibitions & also classes in the building
- Attend to the receipt, including notifying relevant personnel, and dispatch of parcels left at reception.
- Update the telephone list on a regular basis and send to all staff
- Organise off-site archiving for all charities
- Manage a cloakroom service for events and exhibitions including taking payments for art works
- Member of the events and exhibition coordinating team as and when required for the charities
- Responsible for day & evening reception cover ensuring reception is always manned when the building is open
- Conduct training to all cover staff ensuring they are competent on all building procedures
- Manage the buildings CCTV system including reviewing footage and reporting any faults to the Facilities Manager
- Undertake additional duties and/or special projects as required.

### **Facilities Administrator**

- Manage Health and Safety training to ensure building compliance. Ensuring staff are trained and records are kept up to date and provided to the Health and Safety Manager periodically
- Maintain fire marshal and first aiders list for the building in collaboration with the Health and Safety Manager and Facilities manager
- Ensuring periodic ladder inspections are undertaken and records kept and provided to the Health and Safety Manager
- Maintain ad hoc compliance for the Charities such as, but not limited to, record keeping for Display Screen Equipment forms
- Chief Fire Marshall: carry out weekly fire alarm tests with the Facilities Coordinator, record and arrange fire drills
- Form part of the emergency evacuation team
- Store and send accident reports from both charities to Health and Safety Manager
- Responsible for stationery stock and ordering from various supplies including misc sundries for the charities
- Periodic reviews on all suppliers costs to seek savings wherever possible

- Managing the weekly milk deliveries, for both charities
- Provide monthly water readings to the supplier
- Overall responsibility of the reception handbooks, including utilities outage procedures, ensuring they are up to date for all cover receptionists
- Making sure appointments with contactors are in the reception calendar
- Responsible for the buildings security alarm system being monitored when closed
- Review and approve invoices when required within own cost centre

It is in the nature of the work of the charities that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are therefore expected to work in a flexible way when the occasion arises that tasks which are not specifically covered in their Job Description have to be undertaken.

### **Person specification**

#### Essential

- Professional and responsible attitude.
- Excellent timekeeping and punctuality.
- Experience working in a busy office environment.
- Strong verbal communications skills; ability to liaise effectively with internal and external contacts at all levels.
- Enthusiastic team player.
- Highly developed organisational skills, self-motivated and strong attention to detail.
- Ability to prioritise tasks and work systematically to achieve goals.
- Highly flexible and ability to multi-task.
- Knowledge of Microsoft Office software and switchboard systems.
- Disciplined and administratively strong.
- Ability to prioritise tasks, work systematically, multi-task and to meet deadlines.
- Ability to work with discretion and respect confidentiality in sensitive situations.
- Good rapport with visitors