

JOB DESCRIPTION

Job title	Receptionist/Admin Assistant
Reports to	Office & Admin Manager
Direct reports	N/A

About the role:

The Receptionist/Admin Assistant is responsible for welcoming visitors to the Paragon office and supporting all staff with general administration/reception duties in a small but busy office of 55 employees. The role will provide additional support to the Team Secretaries within the Admin Team and help the Office Manager to ensure the office runs effectively.

This role requires a highly organised individual, with excellent attention to detail and communication skills.

Main duties and responsibilities:

Reception

- Always greet visitors with a pleasant smile and warm welcome
- Ensure the reception area and meeting rooms are tidy
- Setting up meeting with rooms with tea, coffee and water
- To cover reception at all times and ensure there is adequate cover if running errands
- Organise catering for executive meetings
- Open, date stamp and distribute post and ensure the outgoing post is prepared for collection at 4.45pm
- Booking couriers
- Booking meeting rooms
- To provide adhoc and administrative assistance to the Office Manager and teams as requested and where possible
- Run errands as and when necessary

Administrative duties

- Supporting the Team Secretaries
- Answering the telephone, taking clear messages and ensuring they are dealt with in a timely fashion
- Booking business travel for professional staff, including trains, hotels and flights as required
- E-mailing and faxing information to clients, contractors and suppliers when instructed in a professional manner
- Downloading photographs from digital cameras and incorporating into documents as necessary
- Scanning of all team correspondence and documents as necessary
- Archiving as required

- Amending reports/documents
- Updating the client database
- Liaising with external printing company for copying of large plans as necessary
- Burning information to CD's as and when required
- Printing and binding of reports
- Collate stationery orders, place order with suppliers at cheapest price and liaise with Office Manager to approve costs for any ad hoc items
- Ensure kitchen area is kept clean (including loading and emptying the dishwasher as necessary) and making sure supplies don't run out
- Ensure main office and stationery cupboards are kept stocked, clean, tidy and clutter free
- Act as first aider and maintain accident book if necessary.

Skills and experience:

- Reception/administration experience
- A self starter with initiative, drive and motivation to succeed
- A service orientated individual with good inter-personal skills who can work as part of a team
- MS Office skills

Key competencies:

Technical Expertise	Client Delivery
Self Development	Commerciality
Continuous Improvement	Client Management & Communication Reporting
	Delivery
	Conflict & Risk Management

Key Performance/Success Indicators:

- 360 degree feedback from direct reports, peers, line manager and directors against the above list of duties.
- Successful delivery of work to client deadlines,

Key relationships:

The Receptionist/Admin Assistant supports all employees in the Paragon office and will be the first point of contact for clients and visitors entering our offices.

Reviewed & Updated:	<i>January 2019</i>
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