

JOB DESCRIPTION

RECEPTIONIST / ADMINISTRATOR

Responsible to: Assistant Accountant

Main purpose of job: To perform reception, front of house duties and assist with back office administrative duties.

Tasks/Duties involved:

The Person

- Be the Company Ambassador – first person staff and clients meet
- Be well presented/groomed and have a cheery, pleasant but professional manner
- Have your ear to the ground and at the same time be aware of everything that is going on in the organisation and the impact/implications for you and the duties required of you.

Reception

- To keep the reception area and reception desk area, clean and tidy at all times
- To man and maintain the switchboard, answer, screen and forward any incoming calls and/or take messages and forward via e-mail to appropriate persons.
- To greet visitors, showing them to the waiting area and provide them with refreshments if required.
- Maintain security by controlling access through the front gate and offices
- Receive and sort all incoming mail/deliveries etc. and distribute post to relevant persons
- To arrange couriers as required
- To sort and distribute e-mails and faxes to relevant persons
- To maintain the Photocopying Machine and organise any maintenance/serving/supplies required to ensure it is kept in working order
- To handle and complete any photocopying as requested
- To maintain the Franking Machine and organise any maintenance/serving/supplies required to ensure it is kept in working order
- To sort and frank all outgoing mail at end of day and drop in Royal Mail Box
- To provide teas/coffees as required for Management /Board meetings
- Arrange and organise serving of food as required for meetings/training
- Ensure the Board Room is cleared after meetings and is kept clean and tidy
- To manage and maintain stationary stocks at Head Office
- To manage and maintain stationary requests from stores and distribution of all stores requirements.
- To ensure all Stores have up-to-date Master Copies of all relevant documentation etc.

Operational Administration

- To sort and process all Store paperwork and documentation returned on weekly basis.
- To ensure that all the required documentation is received from all stores on a weekly basis and to maintain an efficient filing system for all paperwork.
- Produce reports as required or requested by Operational Team, HR Manager or Assistant Accountant in relation to Stores.
- Perform other clerical duties as required such as filing, photocopying etc.
- To process and manage Store Cash for Coins and Collection process with Cash Collection Company and in conjunction with Security Manager.
- To administrate Company Staff Uniforms throughout all Stores

Supplies

- To monitor and maintain stocks for all relevant supplies required for Stationary/Ink Cartridges/Photocopying and Letter Head Paper etc. etc.
- To liaise and get authority from Line Manager in relation to Order requirements for all Stationary needs
- To monitor and maintain stocks for all Company Staff Uniform supplies
- To liaise with Marketing Administrator in relation to Order requirements for Staff Uniforms
- To administrate Company Staff Uniforms throughout all Stores

Back Office – Administration

To assist with:

- Importing and matching all Goods Received from Excel Spreadsheet to Database.
- Processing Purchase Ledger invoices including Database to Accounting Systems.
- Reconciliation of Supplier Statements - requesting copies of invoices as requested.
- Maintaining an efficient filing system of all invoices and statements.
- Generate, input and process Sale Invoices as required.
- Maintain Sales Ledger.
- Query and chase all outstanding debts until resolved and communicate any issues/concerns to Office Manager.

Other Duties

- To develop positive relationships and good communication with colleagues and team members.
- To attend any training as requested in relation to your role and responsibilities.
- Any other duties relating to the position, as may be deemed necessary by the management.