



**JOB TITLE:** Reception/Office Support

**DATE:** 6<sup>th</sup> November 2024

**REPORTS TO:** HR Manager

**LINE MANAGER:** N/A

### **PURPOSE OF ROLE**

- To support the smooth running of the Bury St Edmunds office, ensuring visitors are warmly greeted, mail is managed accordingly, and administrative support is provided to managers and staff

### **KEY RESPONSIBILITIES**

- Ensure that the highest standards of housekeeping are maintained within the reception area, creating a warm and friendly environment for visitors
- Provide full reception duties to tenants, greeting guests, controlling and monitoring daily post/deliveries both internally and externally
- Ensure telephone calls are answered promptly and re-routed as necessary
- Organise and update meetings as required, including room bookings and providing catering support for visitors
- Update and maintain internal telephone and distribution lists and Excel spreadsheets for petty cash, CEO's petty cash and tuck shop
- Update and maintain the health and safety log, the fire wardens and first aiders log, ensuring certificates are in date and the booking of relevant training is organised. Arrange six monthly fire drills for the building
- Organise routine repair and maintenance services for the building
- Maintain and update a property maintenance file and contacts list, undertaking research as requested by CEO e.g. Fob entrance, CCTV and air conditioning
- Provide general administrative and secretarial support to assist in the smooth running of the office e.g. scanning, sending out birthday emails, typing, sending out welcome letters and significant birthday chocolates to clients
- Assist the PC Financial Planners by formatting and proof-reading their client meeting notes and letters

- Ordering of stationery, sundries, kitchen and other office supplies
- Organise staff rota for the collection of milk and fruit
- Organisation and delivery of company events and projects e.g. annual wine tasting, Christmas event and assist in the Women in Finance events
- Ensure reception is covered during breaks and holidays, making sure those who cover are fully trained
- Maintain and update my talent development record, via the Beckett Academy App, ensuring my objectives are up to date and impact of any training is recorded

## PERSON SPECIFICATION

	<i>ESSENTIAL</i>	<i>DESIRABLE</i>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Becketts' mandatory compliance training</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Delivery of high levels of customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Reception and administrative experience</li> </ul>
<b>KNOWLEDGE</b>		<ul style="list-style-type: none"> <li>• Becketts' systems and processes</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Attention to detail/accuracy</li> <li>• Good organisation and time management, with the ability to prioritise and meet deadlines</li> <li>• Computer literate and data management</li> <li>• Ability to follow rules and procedures</li> </ul>	
<b>COMMUNICATION AND SOCIAL SKILLS:</b>	<ul style="list-style-type: none"> <li>• Communication skills, written and verbal</li> <li>• Team working and flexibility</li> </ul>	
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Behaving in a professional manner both in the office and with clients</li> <li>• Ability to work on own initiative</li> <li>• Confidentiality and the ability to keep sensitive information safe</li> <li>• Trust and integrity</li> <li>• Genuine interest in dealing with people and delivering services to them</li> <li>• Willing to challenge, learn and continuously improve</li> </ul>	

## KEY PERFORMANCE INDICATORS

- ✓ Up to date lists and logs
- ✓ Positive feedback from clients and colleagues

- ✓ Efficient running of the office
- ✓ Confidentiality maintained

## MAIN CHALLENGES OF THE ROLE

- Prioritisation of tasks

## SIGNATURE

I agree to the above description of my responsibilities.

### ***JOB HOLDER:***

Signature:

---

Print Name:

---

Date:

---