

## **Reception Coordinator - Administration**

Salary: on application, full time, office based role.

Working: Monday to Friday 10am to 6pm, Saturday 11am to 5pm.

You will get 1 day off during the week to compensate working on Saturday.

We are looking for an Administration oriented Reception Coordinator to join our busy administration team in a forward-facing administration role at Reception. This is Admin/Reception Coordinator split (70/30%) in which you will play a central role in ensuring the smooth running of both the reception tasks and providing administration support in a busy, fast paced, self motivated role.

### **What you will be doing?**

#### **Reception Coordination side**

- Greet visitors and ensure sign in/out, advise relevant departments, send feedback emails.
- Answer, return and distribute calls and emails and assist tenants with information needed.
- Track deliveries and inform relevant departments.
- Assist clients by explaining the process when needed, such as documentation needed for them to move in, taking pending payments, distributing and collecting keys, updating relevant systems.
- Booking appointments for clients with relevant colleagues.
- Assist with end of tenancy administration checks such as collecting outstanding end of tenancy payments, keys. Deal with various documents for landlords, tenant references, end of tenancy calls and emails instructing tenants on relevant instructions & key return processes.
- Complete relevant checks and documentation, inform relevant teams, ensuring all required systems are updated to ensure other departments have updated information.
- Notify current tenants of new tenants move in dates, send welcome email to new tenants.
- Assist in helping with key sorting of tags/labels and any other admin jobs assigned.
- Health & Safety: testing fire alarm on a weekly basis, monitor entrance, deliveries, visitors, door card issuance, general office H&S signs, any other general H&S duties needed.
- Office and kitchen stock check and orders, buying the daily fruit and milk whilst maintaining the reception, kitchen as well as front office area.
- Manage the coffee machine cleans, and stock order on a daily and weekly basis.
- Support with ideas and improvements for the front of house area.

#### **Is your skill set?**

- Great command of English written/oral, a good communicator, good at calculations.
- 2-3 years established previous experience in similar roles.
- Confident, be able to prioritise, multitask, have good time management and attention to detail.
- Work with minimal supervision and with a proactive and positive attitude.
- Have great computer knowledge; various systems, Outlook, Word, Excel.

#### **We offer our employee the following:**

Fresh fruit each day

Regular eye tests

1 day off on your birthday

1 wellness day off per year

Benefits Discount scheme; shops, holidays, restaurants, access to GP & counselling service

Additional holiday and SSP top up, accrued with length of service

Summer and Winter annual party, other company events.

Shutdown between Christmas & New Year