

Role Description

Role:	Receptionist / Office Administrator
Business function:	Operations
Reporting to:	Head of talent and culture
Managing:	N/A
Prepared on:	6 TH June 2019

1. Purpose and Scope

The purpose of this Role Description is to describe the **Receptionist/Office Administrator** role.

To be the first point of contact for clients, suppliers and general visitors when calling and attending the Fresh Egg office; whether face to face, on the telephone or via email. To assist the Directors and Head of Talent & Culture with the day to day organisational and administrative needs of the Company.

This role description is not inflexible but is an outline and account of the main duties and capabilities. The role holder should however carry out any other reasonable duties commensurate with the role, as the needs of the company require.

2. Role Responsibilities

2.1 Key responsibilities

- To be the first point of contact for all visitors ensuring they are welcomed on entering the office and directed to correct destination
- To answer the Company telephone via the main switchboard, screen and direct calls, take and relay messages
- To manage a system which ensures knowledge of staff movements in and out of the organisation
- To provide general administrative support to the Directors where required
- To provide administrative support to the Head of Talent and Culture where required
- To manage and book staff travel and hotels
- To coordinate and book staff conferences and training
- To organise and book social arrangements as applicable
- To receive and sort all incoming/outgoing mail and deliveries
- To order and maintain stationery and beverage stocks

- To be responsible for ensuring the reception and kitchen areas are kept clean and tidy, and be responsible for the upkeep of the meeting rooms
- To place orders for supplies as needed
- To assist with the organisation of any company events
- To log and monitor holiday
- To log and monitor sickness

2.2 Key skills and experience

- Good standard of education generally required with a background and knowledge of administrative and clerical procedures with excellent and precise attention to detail
- High level of communication skills; with excellent telephone manner and written skills
- Computer literate, with good knowledge of Microsoft Word, Excel and Outlook
- Excellent organisation and planning skills with the ability to multitask

2.3 Key behaviours

- Professional personal presentation
- High energy, approachable with a genuine sense of fun
- A personable disposition coupled with diplomacy and tact
- Customer service orientation
- Confidentiality
- Reliability
- Able to work independently and take ownership for projects

Key behaviours should always be aligned to our core values