

JOB TITLE: Receptionist/Business Administrator

RESPONSIBLE TO: Executive Assistant to CEO

KEY RESPONSIBILITIES

- Present a professional, welcoming service, greeting all visitors and LAT staff
- Ensure the reception area is manned at all times
- Maintain security by issuing visitors' badges
- Act as a gatekeeper for the Trust Executive Team
- Answer, screen and forward incoming telephone calls answering queries where possible and redirecting appropriately
- Take delivery of incoming mail and distribute to relevant members of staff in a timely manner
- Liaise with Strood Academy to organise the sending of Trust outgoing mail
- Maintain a computerised reservations system for the booking of meeting rooms and hot-desks
- Book conference calls on behalf of the Trust Executive team, taxis and couriers on behalf of Trust staff and visitors
- Liaise with the catering team to place orders for catering on behalf of any staff booking meeting rooms
- Maintain the reception area to a high professional and organised standard
- Liaise effectively with all site staff including cleaning and catering personnel to ensure the offices, meeting rooms and common areas of the Trust office building are maintained to a high standard
- Liaise with the Finance team to ensure all catering costs booked through reception are charged to the correct team
- Assist the Trust Executive team with the distribution of correspondence and marketing mailshots
- Assist the Trust Executive team with various administrative duties including photocopying, scanning, shredding and filing
- Ensure that there is adequate stock of Trust information in reception including newsletters and prospectuses
- Monitor office supplies and place orders where necessary
- Manage and organise work of a confidential and complex nature, with considerable tact, diplomacy and a high level of commitment, customer care and flexibility
- Actively source information and news from academies within the Trust via academy websites
- Update academy websites with detail from the Trust website including newsletters and announcements
- Establish good working relationships with all Trust staff and Academy Principals
- Undertake the role in a flexible fashion to cover any early morning meetings or evening meetings where necessary
- Comply with Health and Safety Regulations

KEY REQUIREMENTS

- Excellent organisational and planning skills with outstanding attention to detail
- Demonstrate a high level of initiative
- Computer literacy in usual office applications
- Ability to work on own initiative
- Committed and enthusiastic
- Excellent attendance and time-keeping record

The key tasks outlined above are generic to the role of Receptionist/Administrator. In addition, you will be expected to undertake the specific tasks as outlined by the Line Manager.