

Role profile

Role title:	Receptionist/General Administrator
Reports to:	EA to Directors
Department Head:	CEO
Location:	Head Office Based

Objectives of the role

This is a multi-functional role covering Reception and General Administrator Role. You will provide a first-class professional reception service as well as general administrator service, welcoming visitors and maintaining high standards of housekeeping within the Reception area.

This role is based in our Chester Head Office, and offers a versatile role offering both a reception service and administrative support to various departments. This role provides the ideal opportunity for the right candidate to build on their existing skills and to develop them further through working with different people and completing a range of tasks. Training will be provided especially on our inhouse systems.

Key Responsibilities

- Meet and greet all guests and visitors – operating COVID measures as appropriate
- Operate a computerised/digital telephone system (MITEL Business Console)
 - Deal with all incoming calls, answering queries or forwarding calls to the relevant person as appropriate
- Administer and record special delivery and recorded outgoing mail
 - Organise courier collections and deliveries
- Maintain the diary for a suite of meeting rooms and the Boardroom and update the meeting room calendar and notice
 - Ensure rooms are tidy, refreshments available for interviews/meetings
 - Organise refreshments and lunches for meetings
 - Format room for respective meetings
- Maintain the diary for the conference call facility
- Maintain the diary for the HQ – office attendance
- Maintain the kitchen and breakout area
 - Empty dishwasher in morning/switch on after lunch
 - Ensure area is tidy for use
- Organising car parking for staff and visitors – HQ only
- Stock checking and ordering of stationery
- Ordering supplies of milk
- Organising archiving services and the retrieval of archived documents for all departments as required
- Adherence to Admirals GDPR policies
- General office duties including but not limited to:
 - Responsibility for the daily post including collecting and distributing the post and franking all outgoing post.

- Scanning, printing, binding, filing and laminating as required.
-
- Co-ordinate supplier visits to the office.
- Assisting the Licensee Recruitment and Training Department with general administration duties including sending joining instructions for training courses, updating letting details, preparing application packs
- Other ad hoc duties as and when required, but not limited to:-
 - ERCOS Certificates
 - Binding – CAPEX documents
 - Laminating
 - Line cleaning certificates
 - E-shots
 - General office trouble shooting
 - Phones - email messages and introducing calls
 - Keeping address labels updated

Skills and Experience

- Exceptional telephone manner and inter-personal skills –professional and calm
- Good communication skills, both written and verbal. Some knowledge of dealing with and knowing how to communicate with customers or the general public on the phone would be a great advantage
- An ability to build relationships
- Strong organisational and time- management skills
- Good basic computer skills including Outlook, Word and Excel
- Good attendance and punctuality, hardworking, reliable, willing to learn
- Ability to work unsupervised
- Basic computer skills including Outlook, Word and Excel.
- A helpful team player but also someone who is able to work on their own initiative.

Working Arrangements:

This position is Head office based with the expectation of office working for 5 days per week.

Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



Behaviours

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together



Behaviours

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



Behaviours

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



Behaviours

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time



