

# RECEPTIONIST- ALCESTER.

We have an exciting opportunity for someone looking to join a busy event agency as a Receptionist in our brand new Alcester office. You will oversee the running of reception, look after visitors and guests, and support with office management to ensure a smooth and efficient running of the business.

We are looking for someone with a bubbly, smiley personality, who thrives in a fast paced busy environment but is also patient and unflappable. You will have previous reception experience, strong organisational skills, be capable of working on your own initiative and be an excellent communicator.

The role will be based in our brand new office located in Alcester in Warwickshire onsite 5 days per week (please note that until we make the office relocation move in September you will be based in our current office in Broome in the West Midlands).

## Responsibilities

- **Front of house** – to be the face and first point of contact for Top Banana, welcoming and looking after visitors for the duration of their stay. Handling any enquiries with professionalism. Making travel arrangements where necessary.
- **Meeting room bookings** – managing the internal meeting room bookings ensuring the rooms are kept clean and tidy and have all requirements for the meeting including presentation equipment and catering if required.
- **Phones** – answer the main Top Banana phone line in a professional manner, relaying calls and messages to the relevant person.
- **Post/shipping** - dealing with incoming and outgoing post and deliveries. Management of any courier services.
- **Management of office facilities** – day to day management of building and grounds maintenance, working with contractors/suppliers and ensuring the premises and facilities are kept tidy and in good condition. Ordering of supplies for the general use of the office e.g. stationery, kitchen supplies etc. Ensuring the reception area, meeting rooms and kitchen are kept clear and tidy
- **Office event management** – working with the MD's Executive Assistant to support and oversee any office events or client meeting bookings to ensure smooth management.
- **Health and Safety Management** - at general office and facilities level ensuring legal compliance including such things as fire alarm tests. Running the induction programme for office management and health & safety for any new staff, communicating any changes in compliance to staff, weekly and monthly office H&S checks.
- **Storage management** – managing internal storage of event equipment, keeping a register for all company property and selling assets where appropriate.
- **Security & Compliance** - monitor visitor logs, opening and closing of the office buildings, reporting any suspicious activity to Office Manager/Leadership Team, liaising with the alarm/key holding company.

## Skills

- Previous reception experience in a busy office or agency environment
- Strong project management skills with a track record in having managed previous projects
- Process/procedure oriented, a natural finisher/completer
- Being accurate and paying attention to detail, even when under pressure
- You must be comfortable working as part of a team, but be equally capable of working on your own and using your own initiative
- Excellent decision-making skills
- Excellent communication skills
- Positive disposition and strong social skills
- Ability to multi-task and manage multiple projects at the same time
- Line management experience
- Excellent MS Office skills with good working knowledge of Outlook, Word, Excel and Power Point
- Please only apply for this role if you feel you meet all the criteria detailed above. We work in a rural location so a Full UK Driving Licence and car is essential - you will also be expected to use your car in order to run errands as required.