

JOB DESCRIPTION

Position: Reception Administrator

Responsible to: Facilities Manager

Purpose of job:

To be a key member of the Facilities Team ensuring Space provides a welcoming and safe environment for staff and visitors.

To be a central point of contact across all Space projects, providing administration support to staff and ensuring the efficient operation of reception and office areas.

Key tasks:

- Provide administration support to all staff, including troubleshooting basic digital needs
- Continually monitor and develop administrative procedures and systems to maximise efficiency and control costs
- Maintain a tidy, organised and welcome reception area, ensuring all visitors receive a warm and friendly welcome to The Hub, directing them to appropriate areas
- Manage shared inboxes, prioritising and responding to enquiries in a timely and professional manner
- Maintain the room booking system for internal and external bookers, ensuring space use is used efficiently in order to maximise revenue and encourage repeat custom
- Manage events from first enquiry through to completion; coordinating room set up, catering requirements and external services, ensuring all paperwork is completed and accurate, being on hand during the event to troubleshoot, processing invoices and collecting customer feedback
- Maintain office equipment and supplies, managing contracts with the suppliers
- Coordinate digital support requests with external IT contractor and keep a log of all laptops and mobile phones that are issued to staff
- Recruit, train and supervise office/reception volunteers
- Engage with and build relationships with the local community, individuals and organisations, to promote our services and membership
- Be a Health & Safety champion, ensuring visitors and staff are aware of and adhere to our Health & Safety procedures. Reporting any concerns, accidents, near misses or observations immediately, and be proactive with suggestions for solutions.
- Carry out Fire Marshal and First Aid duties
- Key Holder, following building opening and closing procedures to ensure security
- Coordinate site visits by contractors to carry out repairs and maintenance ensuring that all relevant policies and insurance requirements are adhered to
- Be proactive regarding environmental issues affecting the organisation, setting an example and taking steps to reduce waste, upcycle and recycle.
- Receive and check in coming mail and packages and inform the appropriate person when and where to collect from

- Coordinate rota for the Facilities Team to ensure there is appropriate staffing level to support the safe and efficient operation of the building
- Deliver work in line with Space policies, legal, ethical and data protection requirements

Values and behaviours

- Communicate clearly, promote positive relationships, teamwork and collaboration
- Live Space values and deliver work with passion, kindness, compassion and inclusion
- Continuously monitor your areas of responsibility and identify areas for improvement and organisational learning.
- Undertake relevant Continuing Professional Development and training

Line Management:

Report to the Facilities Manager on a weekly and take part in regular support & supervision meetings

Person Specification

Knowledge skills and experience	
Minimum 2 years' experience of working in a busy administration role with multiple competing priorities	Essential
Fully competent and comfortable with the use of Microsoft Office software including Word, Excel, PowerPoint, Outlook, SharePoint and Teams	Essential
Experience of managing room booking systems and coordinating events	Essential
Good grasp of basic digital equipment functionality and problem solving, including mobile phones, laptops, printers	Essential
Have a calm and creative approach to tasks and problem solving	Essential
Have excellent attention to detail	Essential
Have excellent time management and the ability to manage multiple tasks at one time, using initiative to prioritise workload without close supervision	Essential
Be a clear communicator with an excellent grasp of English – listening, writing and speaking.	Essential
Have a clear understanding of what constitutes excellent customer service and demonstrate this at all times	Essential
Experience of working in a Facilities Management role	Desirable
Working knowledge of GDPR	Desirable
Possess a qualification relating to administration skills	Desirable
Experience of managing volunteers	Desirable
Experience of working in the Voluntary Sector	Desirable
Fire marshal and first aid trained	Desirable
Experience of managing external contractors	Desirable

Values & Attributes	
Have a can-do attitude, be a team player, adaptable and ready to take on new challenges	Essential
Have a growth mind set, be eager to learn and to share your knowledge with others	Essential
Have excellent interpersonal skills and confidence to naturally form relationships with a range of people of all ages and walks of life	Essential
Be prepared to live our values and nurture a culture of compassion and kindness	Essential
Be patient and respectful of all people, whatever their background	Essential
Have a genuine commitment to working in the Third Sector and a desire to make a difference	Essential
Have flexibility around working hours as there may be a requirement to support occasional evenings and weekend events	Essential