
JOB DESCRIPTION

Position: Reception Administrator

Responsible to: HR & Operations 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 and office support to all staff
- Continually monitor and develop administrative procedures and systems to maximise efficiency and control costs
- Ensure all visitors receive a warm and friendly welcome to The Hub
- Ensure calls and enquiry emails are handled politely and efficiently
- Maintain the room booking system for internal and external bookers
- Manage events from first enquiry through to completion; coordinating room set up, catering requirements and external services, being on hand during the event delivery, ensuring accurate invoicing and collecting customer feedback
- Create briefing sheets to inform the facilities & catering teams of bookings and events
- Maintain office equipment and manage contracts with the suppliers
- Coordinate digital support requests with external IT contractor to maximise efficiency
- Recruit, support and coordinate office/reception volunteers
- Receive and check goods and supplies, delivering them to the appropriate person or storage
- Engage with and build relationships with the local community, individuals and organisation, 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
- Carry out Fire Marshal and First Aid duties
- Key Holder, following building opening and closing procedures to ensure high levels of 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.

Team work & Behaviours:

- Effectively communicate, engage and inspire staff across the projects, and foster collaboration and team work throughout the organisation
- Work to Space and sector legislative, ethical, policy and procedural requirements
- Understand the requirement for confidentiality in our work

- Care for the work environment to promote effective and harmonious working
- Nurture a culture of kindness; upholding the integrity of Space and living our values – welcoming, fun, creative, bold and trustworthy.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.
- Undertake relevant Continuing Professional Development and training

Line Management:

Report to HR & Operation Manager weekly, taking part in regular support & supervision.

Person Specification

Knowledge skills and experience	
Minimum 2 years' experience of working in a busy reception or administration role	Essential
Fully competent and comfortable with the use of Microsoft Office software including Word, Excel, PowerPoint, Outlook and Teams	Essential
Experience of managing room booking systems	Essential
Good grasp of basic digital equipment functionality and problem solving, including mobile phones, laptops, printers	Essential
Have a creative approach to tasks and problem solving	Essential
Excellent attention to detail	Essential
Ability to use initiative, multitask and organise workload efficiently with minimum supervision	Essential
Excellent English communications skills – listening, writing and speaking	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
Experience of managing events	Desirable
Values & Attributes	
Have a can do attitude, be adaptable and ready to take on new challenges	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 appreciation for the impact of, and desire to work in, the Voluntary Sector	Essential
Have flexibility around working hours and be willing to work occasional evenings and weekends	Essential