

**JOB HOLDER:**

## Job Description

<b>Job Title:</b>	<b>Receptionist &amp; Operations Assistant</b>
<b>Department/Office:</b>	Exeter
<b>Reporting to:</b>	IT and Operations Manager
<b>Responsible for:</b>	n/a
<b>Brief description of role</b>	To undertake reception and general office duties in the Exeter office
<b>Controlled function</b>	No

### General Office Tasks

- Post – incoming and outgoing (including taking “Special Delivery” and “Signed For” items to the Post Office)
- Switchboard – answering telephone calls to office and dealing with general enquiries
- “Meeting and greeting’ visitors and preparing refreshments
- Preparing Meetings – purchase of biscuits, ordering food, arranging drinks/lunch in meeting room and clearing up after
- Making restaurant reservations and travel arrangements
- Monitoring and ordering stationery, printer toners and office supplies
- Newspaper and milk delivery
- Couriering documents/boxes as required
- Printing presentation packs
- Binding documents
- Printing monthly Investment Handbooks
- Communications with office equipment providers as required
- Liaison with Hawksmoor’s suppliers and organising call-outs when required
- Petty cash
- Meeting room bookings
- Setting up IT and Video equipment for meetings as required
- Car Park tickets and booking car park spaces
- Paying in cheques
- Keeping kitchen tidy, dishwasher loading/unloading, and replenishing tea, coffee, milk etc
- Renewal of subscriptions and services (eg. TV licence)
- Maintaining the lists of access fobs and cards to the office
- Ensuring rubbish and recycling collected; communication with rubbish/recycling collectors as required
- Assisting the IT and Operations Manager, and the Investment, Investment Administration and Research teams with administrative tasks and projects as required
- Any other administrative tasks as required

<b>Qualifications</b>	Education: at least to GCSE, including English and Maths (both at least grade B)
<b>Skills and competencies</b>	Office experience Good communication and excellent interpersonal skills Polite and friendly manner Good attention to detail and good organisational skills Experience and ability with Microsoft applications Accurate typing skills

### Additional activities

*The job holder will be required to perform any additional activities that are relevant to the role, as agreed with management.*

<b>Job holder's signature:</b>	<b>Date:</b>
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<b>Manager's signature:</b>	<b>Date:</b>
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