

Reception/Administrator Gravesend



Caxtons is a well-established, successful and forward-thinking company, looking for a Receptionist/Administrator for based in its Gravesend office.

OVERVIEW OF ROLE

As the first point of contact for the Company you will interact with clients, tenants, employees, and general members of the public. The role requires a high level of professionalism.

SUMMARY OF DUTIES:

- Ensure a professional “front of house” beginning-to-end client service, ensuring all visitors and or queries are attended to in an appropriate manner
- Organising and maintaining the meeting rooms, reception and communal areas, including managing issues related to facilities in the meeting rooms.
- Ensuring both reception, workspace and meetings rooms are clean, organised and stocked.
- Meeting and greeting all incoming guests into offices, including preparing meeting rooms each morning and providing tea/coffee service for guests, announcing arrival
- Operating the switchboard in a professional and efficient manner, ensuring all calls or enquiries are responded to in a timely manner and forwarded to the correct department.
- Supporting meeting room bookings by monitoring the room calendar for clashes or other potential issues
- Processing incoming and outgoing mail including management of stamps and franking machine
- Managing couriers and supplier deliveries
- Ensuring Health & Safety policies are complied with in relation to visitors
- Maintaining security for the building ensuring staff and visitors sign in and out the building and providing fresh daily sign in sheets and sanitised pens.
- Ordering stationery
- Reporting and managing Photocopier/Printer faults and receiving ink stock levels.
- Fire Warden duties including taking role call, ensuring visitors evacuating building, keeping fire register Up-to-date, record fire drills, setting and resetting the fire alarm.
- Update holiday and sickness calendar on the intranet
- Update Staff Intranet where necessary
- Update Telephone Directories
- Carry out general administration duties as an when required
- Manage power cuts to the building.
- Escort visitors to read Electricity and Gas meters.
- Receiving and distributing keys to contractors and maintaining appropriate log.
- Assisting with the archiving of old files and recalling them when required.
- Knowledge of local businesses

SKILLS REQUIRED

- High standard of written and spoken English, especially grammar and spelling
- High level of concentration, accuracy and attention to detail
- Self-motivated with a methodical and organised approach
- Able to effectively prioritise and multi-task
- Excellent people skills
- Ability to effectively communicate both orally and in writing with peers, managers, clients, contractors etc.
- Dependable and flexible as well as possessing the ability to maintain a high level of confidentiality
- Proactive, and able to take responsibility for own work
- Good working knowledge of Microsoft Office packages
- Full, clean UK driving licence and own vehicle including insurance for business use

Caxtons is an Equal Opportunities Employer - The Company's aim is to ensure that all of its employees and job applicants are treated equally irrespective of disability, race, colour, religion, nationality, ethnic origin, age, sex, sexual orientation or marital status. The Company shall appoint, train, develop and promote on the basis of merit and ability.

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BENEFITS

Business Mileage:	45p per mile
Benenden	With Benenden Health Care free after one year's service but can join the plan self-funded from 1 st July each year.
Car Parking:	Paid car parking is dependent upon your job description and your location. However, a season ticket scheme is in operation with the local council costing £40 per month via salary deduction.
Cash Plan:	Medicash - Money back on glasses, dental care, head massage, physiotherapy, osteopath and counselling free after one years' service but can join the scheme and benefit from Company rates on 1 st July each year.
Employee Assistance Program:	The Company funds the EAP through Health Assured and covers all staff. This offers free access to a 24 hour helpline with experts covering counselling, family matters, legal, financial, insurance claims, consumer issues, childcare issues, work and housing issues.
Holidays:	Our holiday year runs from 1 st January to 31 st December each year. You will be entitled to 22 days holiday rising by one day per annum to a maximum of 25 days plus all bank holidays.
Learning and Development Programme	There is a Learning and Development Programme in place. This programme includes a full job description and is designed to help you settle into your new role and ensure that appropriate training is given. This programme includes a series of one to one meetings with your line manager and departmental director.
Long Service Award:	<p>The Company recognises and values its long serving employees and the following scheme is in place.</p> <p>5 years Long Service Award – 1 extra day annual leave 10 years Long Service Award – Total of 2 extra days annual leave 15 years Long Service Award – Total of 3 extra days annual leave 20 years Long Service Award – Total of 4 extra days annual leave 25 year Long Service Award – Total of 5 extra days annual leave 30 years + other Awards apply.</p>
Pension:	<p>The Company has a pension scheme in place with Aviva. Employees contribute 5% and employer 3%. You can contribute a higher percentage if you wish.</p> <p>In accordance with current legislation the Company has to enrol you in the scheme. Should you wish to opt out you will need to contact Aviva to arrange this directly. Once we are notified by Aviva of your opting out then a full refund will be issued.</p> <p>A pension surgery is held on site twice a year and pension advice is available from our broker.</p>
Sports & Social Committee:	Various subsidised events including restaurant visits, a ball, brewery trip as well as a fully funded Christmas dinner. Charity fund raising events take place such as a bake off, raffles, soup kitchen, dress down days and cycle challenges.
Subscription	Payment of all relevant professional membership fees upon agreement with your director.

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