

## Job Description

<b>Job Title</b> Receptionist / Administrative Officer	<b>Role Band</b> S1
<b>Purpose of Role</b> To act as first point of contact for visitors to Holyoake House, maintaining a professional and approachable front of house presence for Co-operatives UK and its tenants whilst completing administrative tasks and duties as required to ensure the smooth running of the building.	
<b>Key Responsibilities / Accountabilities</b> <ul style="list-style-type: none"> <li>• Develop and maintain front of house services to staff and visitors of Holyoake House, including but not limited to:           <ul style="list-style-type: none"> <li>○ Meeting and greeting visitors on arrival at reception</li> <li>○ Dealing with inbound and outbound post and deliveries</li> <li>○ Maintaining building security</li> <li>○ Instructing visitors on appropriate health and safety matters</li> <li>○ Liaising with building users on the out of hours use of Holyoake House</li> </ul> </li> <li>• Act as first point of contact for enquiries to Co-operatives UK via telephone and email, dealing with them or directing as appropriate</li> <li>• Administer the letting of conference and meeting room facilities within Holyoake House</li> <li>• Provide general administrative and other support to the Facilities/Health and Safety Manager, including but not limited to:           <ul style="list-style-type: none"> <li>○ Processing orders</li> <li>○ Assisting with building inspections</li> <li>○ Arranging and distributing papers for health and safety meetings</li> <li>○ Arranging for minor building maintenance and repairs as required, referring major issues upwards as necessary</li> </ul> </li> <li>• Undertake other administrative or other duties as required</li> <li>• Must be able to cover full time reception on occasion and as required for example to cover holiday and sickness absences</li> </ul>	
<b>Responsible to:</b> Facilities/Health and Safety Manager	
<b>Responsible for:</b> N/A	