

Job Description

Job Title:	Administrator/Receptionist	Job Holder:	TBC
Division:	Operations (Business Services)	Grade:	SG2

Job Purpose:

The Administrator/Receptionist will be responsible for undertaking reception duties and providing admin support to the business when required. The role will report to the Head of business services and will be based in Barnstaple.

Key Result Areas:

Reception Duties

- To be the first point of contact for all visitors and staff to specific site.
- To answer all external and internal telephone calls to SEA in a timely manner
- Maintain a clear desk policy, ensuring that the reception area is clean and tidy.
- Archive all reception documents in a timely manner.
- Ensure all visitors have received a Health & Safety brief on arrival.
- Ensure that all visitors including contractors have signed in and have the correct security passes/lanyards.
- Receive visitors and contractors in a courteous and professional manner and ensure they are signed in and received security passes.
- Book taxis for visitors on an ad hoc basis
- Liaise with the Security Team for clearance on visitors attending the site prior to their visit.

Post

- Distribute all incoming post to the correct recipients
- Organise all outgoing post
- Ensure that internal mail is despatched regularly for other sites when employees travel between sites.

Meeting room management

- Ensure meeting room conflicts are resolved in a timely manner, communicating any changes with the organise if appropriate.
- Confirm daily which meetings are occurring the following day in order to ensure refreshments are ordered in line with SEA's policy.
- Ensure meeting rooms are in good order for meetings by checking IT equipment is working efficiently and rooms are clean, neat and tidy with the appropriate resources available.
- Raise any issues with meeting rooms to the appropriate person.

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Administration Tasks

- To provide general admin support for the business including but not limited to
 - Raising purchase orders.
 - Providing admin support to Business Services inc. EHS.
 - Place stationery orders and maintain stock.
 - Carry out laminating/printing etc. for the business.
 - Book hire cars and pool cars for colleagues, working with facilities team when needed.
 - Provide general admin for the business as agreed with line manager.

Operational Standards and Objectives:

- Dress and act in a professional manner to project a positive and successful corporate image.
- To always adhere to all SEA procedures and Values

Job Holder Declaration:

I accept the purpose and key result areas of my role with SEA as outlined above. I confirm I accept the above as my current Job Description

Signature:-----

Date: -----

Line Manager Declaration:

I confirm that the purpose and key result areas of this role as outlined above have been agreed with me as Line Manager.

Signature:-----

Date: -----