

# Receptionist and Office Manager

## Job Specification



### About the role:

An exciting opportunity has become available for a Receptionist and Office Manager on a full time basis. This is a permanent opportunity, offering an immediate start. Due to the nature of the role, it will be an office based role located at the Academia Head Quarters in Hemel Hempstead.

The successful candidate will be the welcoming face of Academia, meeting and greeting all visitors, ensuring exceptional customer service is always provided to create a positive first impression for all visitors, clients and employees. Additional tasks will include working closely with the Executive Assistant, where you will support with general administrative tasks, office stationary and grocery supplies. You will also be responsible for the upkeep of the facilities as well as general office management.

This role reports directly to the Executive Assistant.

### Amongst other tasks, you will be responsible for:

- Maintaining a professional front of house, including greeting guests and directing them to the appropriate meeting room. You'll also need to notify the staff member of their guests' arrival. Offer refreshments and generally ensuring that our guests are welcomed and well looked after.
- Answering, screening and forwarding phone calls, this includes answering general queries where possible.
- Maintaining office security, ensuring you are following procedures. Management of the visitors' logbook and sharing responsibility for ensuring the office is locked at the end of the day.
- The sorting and distribution of post and deliveries, including organising couriers where needed.
- Being responsible for Health and Safety at Academia. Ensuring that all standards of H&S are met and processes are followed accordingly. This includes; completing risk assessments, completing H&S inductions with new starters, being the point of contact for staff members, etc.
- Office and facilities management: you'll be responsible for ensuring that the office is clean and everything is in working order. This includes ensuring that stationery and grocery orders are placed correctly, and to budget as well as general administrative duties for office management and facilities as required.
- Liaising with the managing agent to ensure that any work which needs to be completed is organised in a timely manor.
- Develop and implement office policies and procedures to improve efficiency and productivity.
- Handle employee inquiries and concerns regarding office operations and procedures.
- Maintaining office records and documentation, ensuring everything is kept up to date.
- Ensure compliance with relevant laws, regulations and company policies.
- Continuously seek opportunities to improve office processes and procedure.

- Ensuring the general up-keep of the Office, including watering the plants, preparation of meetings rooms etc.
- Managing booking systems for staff, such as parking, desk booking, whilst also ensuring all staff sign-in when entering and exiting the building.
- Being a part of the companies committees such as Fire Marshall, First Aider, ESG committees. Helping to organise charity days and events.
- Organising lunch orders and refreshments as needed for internal meetings, supplier days and any other office based events.
- Booking of travel and accommodation requests from staff when required.
- Preparation of presentation for the weekly companywide meeting, as well as upkeep of digital signage around the office.
- Ad hoc requests and assistance as needed, such as fire warden and first aid.

## Key Skills:

- Exceptional standards in quality of work
- High level of attention to detail
- Able to demonstrate drive and ambition by working well on your own (i.e. self-motivated) and assisting in areas outside of your typical role when needed.
- Possesses strong personal planning, organisation and communication skills
- Computer Literate (Microsoft Word, Excel, PowerPoint, Outlook)
- Professional telephone manner, both incoming and outbound
- Has exceptional standards in quality of work and total discretion relating to sensitive information
- Makes sound judgements in performing work tasks
- Originates, implements and executes new ideas and processes while using your own initiative

## Why Academia?

Academia are a rapidly growing Technology company with a strong footprint in the educational space. We specialise in supplying software, IT hardware, training and managed service solutions to both public and private sectors.

Established in 2003, we employ over 170 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £100m. Our growing customer base means we have now worked with every single university in the UK. Furthermore, as Ranked #1 supplier on many national frameworks, we are growing our provision more so to strengthen our position as a leading educational supplier.

Within the Academia Technology Group, we also have Charterhouse Muller (our recycling and repurposing company) as well as a new acquisition of Vital York (an MSP in York). We were acquired by Strive Capital in September of 2020, who have provided further support and financial strength to the company.

## Benefits

- Gym membership contribution
- Health Cash Plan
- Increased annual leave with length of service

- Free annual leave on your birthday
- Length of service bonus
- Hybrid working
- Flexible working hours
- Free Will Writing service
- Borrow my doggie membership
- Life Insurance
- And much more