

KEY RESPONSIBILITIES

- Present a professional, welcoming service via email, phone and occasionally in person
- Work with the Executive Support Office to maintain an up to date database, ensure delegates are registered for the correct programmes
- Arrange logistics for face to face meetings including venue, logistics and IT needs and share these with delegates
- Arrange logistics for online meetings including invitation list and share these with delegates
- Answer, screen and forward incoming telephone calls answering queries where possible and redirecting appropriately
- Take delivery of incoming mail and distribute to relevant members of staff in a timely manner
- Manage the enquires email inbox for the Thames Gateway TSH
- Assist the Executive Support Officer with the distribution of correspondence and marketing mailshots, and with the management of our social media accounts
- Assist the Executive Support Officer with various administrative duties including photocopying, scanning, shredding and filing
- Monitor office supplies and place orders where necessary
- Manage and organise work of a confidential and complex nature, with considerable tact, diplomacy and a high level of commitment, customer care and flexibility
- Establish good working relationships with all partner organisations
- Undertake the role in a flexible fashion to cover any early morning meetings or evening meetings where necessary
- Comply with Health and Safety Regulations

KEY REQUIREMENTS

- Excellent organisational and planning skills with outstanding attention to detail
- Demonstrate a high level of initiative
- Computer literacy in usual office applications
- Ability to work on own initiative
- Committed and enthusiastic
- Excellent attendance and time-keeping record
- Confidence in the use of social media

The key tasks outlined above are generic to the role of Receptionist/Administrator. In addition, you will be expected to undertake the specific tasks as outlined by the Line Manager.