



## JOB DESCRIPTION - Office Administrator / Receptionist

<b>Job Title</b>	<b>Office Administrator / Receptionist</b>
<b>Department</b>	Executive
<b>Grade</b>	Pay Band 3.2
<b>Hours</b>	37.5 hours per week (Monday to Friday, 8.30am to 5pm with an hour unpaid lunch break). Flexibility with working up to 40 hours may be required
<b>Location</b>	Mortimer Wheeler House, London, N1 7ED
<b>Status</b>	Permanent (subject to 6 month probationary period)
<b>Responsible to</b>	Office Manager
<b>Responsible for</b>	Not applicable
<b>Role summary</b>	<ul style="list-style-type: none"> <li>To provide comprehensive administrative support in order to ensure the smooth running of the London office and its projects</li> <li>To cover receptionist duties 3 days per week and when other reception staff are absent, answering and fielding incoming calls, responding to emails, greeting visitors and dealing with correspondence and communication appropriately</li> </ul>
<b>Key responsibilities</b>	<p><b>Reception</b></p> <ul style="list-style-type: none"> <li>To act as the first point of telephone contact with clients and external organisations, ensuring calls are answered in a timely and efficient manner</li> <li>To field calls as required and take messages on behalf of recipients</li> <li>To maintain a welcoming and efficient reception for visitors, ensuring the area is clean, organised and well presented</li> <li>To deal with all outgoing posts including franking and special delivery requests. To sort and distribute incoming post.</li> <li>To ensure the maintenance of office supplies and services, including stationery, paper, and other equipment requested by teams</li> <li>To arrange couriers and support project staff with accommodation and travel arrangements and maintain records of expenses</li> <li>Manage petty processes and raise invoices and purchase orders for goods as needed, in liaising with the Finance team</li> <li>To manage the internal room booking system including scheduling and booking of meetings as needed</li> <li>To monitor central group e-mail inboxes and direct enquires to appropriate persons</li> <li>To undertake word processing, presentations and collate and bind documents as required</li> </ul> <p><b>General Administrative Duties</b></p> <ul style="list-style-type: none"> <li>Managing MOLA publication sales, records and stocktake and liaison with partner publishing houses</li> <li>To maintain the company administration handbook</li> <li>To assist teams with maintaining databases, distribution lists and other records. Complete basic administration tasks for client data</li> <li>To support the organisation and preparation of internal and external events</li> </ul>

	<ul style="list-style-type: none"> <li>• To facilitate the smooth running of meetings, including room bookings, provision of refreshments and other hospitality requirements</li> <li>• To be responsible for the upkeep and general appearance of the MOLA offices, ensuring that shared spaces such as meeting rooms and kitchens are properly maintained, clean and have necessary facilities and supplies for staff</li> <li>• To manage the owned vehicle booking system</li> <li>• Booking staff training courses and tests</li> <li>• Coordinator subscriptions and listings in liaising with the Business Development Coordinator, overseeing renewal and payment</li> </ul> <p><b>Team Support</b></p> <ul style="list-style-type: none"> <li>• Support other executive team members and project managers with administrative tasks, and to cover for absent administrative and operational staff, undertaking other duties commensurate with the grade</li> <li>• Deputise for the EA to the CEO in their absence with support to the CEO and board members</li> <li>• Support internal and external meetings by preparing agendas, taking minutes and circulation of papers as required</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• To work in accordance with the requirements of the MOLA Health &amp; Safety Policy</li> </ul>
<b>Continued Professional Development</b>	MOLA is committed to providing CPD for the successful candidate. We expect all employees to undertake available training and research to enhance personal knowledge, skills and experience

This job description should not be taken as an exhaustive description of the role and is, rather, indicative of the types of responsibility covered by this job. Post holders will be required to carry out such other work as is required by MOLA as long as this is reasonable and commensurate with the nature of the post held.

Last updated: October 2018



**PERSON SPECIFICATION - Office Administrator / Receptionist**

<b>CORE REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assess Method</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education with strong English and numerical skills</li> </ul>	<ul style="list-style-type: none"> <li>• Certifications or other qualifications in administration and reception</li> <li>• Health and Safety qualification or diploma</li> </ul>	AF
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Some experience working within a team and getting positive results</li> <li>• Good level of proven office administration experience</li> <li>• Strong customer service understanding</li> </ul>	<ul style="list-style-type: none"> <li>• Switchboard experience</li> <li>• Experience in working in a commercial or charitable organisation</li> <li>• An interest in archaeology</li> </ul>	AF / I
<b>Skills Abilities Competencies</b>	<ul style="list-style-type: none"> <li>• Good people skills and an ability to have a positive impact on teams</li> <li>• Strong IT skills and competent basic user of Microsoft Office packages</li> <li>• Evidence of good organisation and prioritisation skills</li> <li>• Strong attention to detail</li> <li>• An effective and confident communicator with a good telephone manner</li> <li>• Approachable manner with a positive and flexible response to time pressures</li> <li>• Able to manage own workload</li> <li>• An understanding of diversity in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Multilingual verbal and written skills</li> <li>• Experience of using databases</li> </ul>	AF/ T/ I

**Assessment method key:**

AF: Application form, I: Interview, T: Test