

## JOB DESCRIPTION

Job Title	Reception Administrator	Department	Reception
Reports To	Facilities Manager and PA to Managing Partner	Location	Sheffield - 2 or 2.5 days p/w

### Role Overview:

As the Reception Administrator, you will be the first point of contact for clients, visitors, and colleagues - both in person and through various communication channels such as phone and email. Reporting to the Facilities Manager and the PA to the Managing Partner, you will combine front-of-house responsibilities with a broad range of administrative tasks to support the smooth running of the firm.

You will play a key role in delivering a professional, friendly, and welcoming experience, ensuring all enquiries are handled efficiently and courteously while maintaining a polished and approachable presence. In addition to reception duties, you will provide vital administrative support across the firm, contributing to day-to-day operational tasks and helping colleagues receive timely and accurate assistance.

This is a varied, people-focused position - ideal for someone who thrives in a dynamic, professional environment and enjoys being at the heart of a busy team.

### Key Responsibilities:

#### Reception

- Greet all visitors in a professional, friendly, and efficient manner, ensuring a safe and welcoming experience.
- Manage the visitor sign-in process and offer refreshments to create a positive first impression.
- Handle incoming telephone calls and emails promptly and courteously, directing enquiries as appropriate and taking accurate messages when necessary.
- Maintain the cleanliness and presentation of reception areas, meeting rooms, and shared spaces.
- Monitor and replenish washroom supplies, ensuring essentials are always available.

Administration	<ul style="list-style-type: none"><li>• Provide comprehensive administrative and office support to ensure the smooth operation of the business.</li><li>• Complete all aspects of client administration with accuracy and efficiency.</li><li>• Scan and upload documents into relevant accounting software.</li><li>• Prepare and envelop mail merges and finance-related post.</li><li>• Manage incoming and outgoing post, including opening, distribution, franking, and logging.</li><li>• Coordinate the transport of internal mail between both office locations.</li><li>• Oversee the archiving process, including client record collection, retrieval, and secure storage.</li><li>• Order and maintain stock levels of stationery, office supplies, and refreshments.</li><li>• Book internal training courses for team members.</li><li>• Maintain and update the banking spreadsheet; process and distribute cheques as needed.</li><li>• Produce and bind documents, including typing and formatting as required.</li><li>• Provide cover for administrative tasks typically handled by the Tax Administrator and other admin team members as needed.</li><li>• Conduct weekly fire alarm tests, monthly emergency lighting checks, and coordinate biannual fire evacuation drills.</li><li>• Oversee recycling management and maintain registered office records.</li><li>• Record and submit monthly gas and electricity meter readings.</li><li>• Manage company car parks, including collection and logging of employee car insurance records.</li><li>• Remain vigilant and report any suspicious or potentially fraudulent activity.</li><li>• Provide reception cover for team members during periods of sickness or annual leave.</li><li>• Monitor building security and promptly report any concerns to relevant stakeholders.</li><li>• Perform any other duties necessary to support the smooth and efficient running of the business.</li></ul>
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### Skills / Experience / Qualifications

#### Skills

- Strong time management skills with the ability to prioritise tasks and meet deadlines in a busy environment
- Excellent and confident customer service skills, with a professional and approachable manner
- Clear and effective telephone communication skills
- Proficient in using standard office software and systems
- High level of accuracy and strong attention to detail
- Organised and professional approach to work, demonstrating reliability and consistency
- Self-motivated with the ability to work independently and collaboratively as part of a team
- Strong written and verbal communication skills
- Flexible and adaptable, able to respond to changing priorities and demands

#### Experience

- Minimum of 2 years' recent experience in an administrative or reception-based role
- Demonstrated experience in delivering high-quality front-of-house or customer care services
- Familiarity with general practice reception duties and a range of administrative tasks

### Additional Information

- To carry out any other duties as identified to ensure the smooth running of the business.
- Confidentiality - Where in the course of your duties you have access to confidential information relating to customers or clients you should ensure confidentiality is always maintained and any data is treated in accordance with company policies and procedures.
- Equal Opportunities - To support the business equality and diversity policy and promote an environment of inclusivity and support to customers and our people.
- Health and safety - To adhere to health and safety procedures and to take responsibility for your own safety and that of others and report any incidents or concerns to line management.

- Customer Focused - We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services always.
- Learning and Development - To participate in any learning and development identified as appropriate for the role and share ideas for continual personal and firm development.
- Quality of our Work - To strive to maintain high standards of professionalism, work outputs and quality of work in line with the business priorities.