

Role summary

The role of Receptionist/Administrator is to provide support to the office and project teams. A resourceful and flexible approach is required. The person is to be able to work on their own initiative, be self-motivated and proactive. The position requires a high degree of responsibility, discretion and confidentiality.

Role definition

Job Title: Receptionist/Administrator [New York]

Reporting to: Day to day: Partners Policy and procedures: Head of Secretarial Administration

Responsibilities

- Answer and direct all incoming external and internal telephone calls and assist with enquiries including recording telephone messages and passing them on by email | follow up in person as required
- Meet, greet and liaise with all Foster + Partners guests on arrival
- Manage distribution of daily post and management of outgoing post/couriers, liaising with the Office Manager to ensure deliveries for the Chairman and his family are made by hand as required
- Ensure a proactive catering service is provided to support all guests and meetings including procurement, preparation, presentation and clear up under the direction of the Office Manager
- Effectively and efficiently manage meeting arrangements including room bookings, catering requirements, logistics, presentation set up and presentation material
- Maintain office whereabouts and meeting room calendars in conjunction with Office Manager
- Co-ordinate travel arrangements for project teams including passport and visa assistance as required
- Provide secretarial administrative support to project teams including management of expenses and filing, typing and editing documents and reports and other tasks as directed, liaising with the Office Manager
- Assist Office Manager as directed/required
- Communicate and liaise with London and other Foster + Partners office secretarial administration team members to ensure effective administrative co-ordination
- Communicate and liaise with London central services [Human Resources | Accounts | Facilities] to ensure effective co-ordination as required, under the direction of the Office Manager
- Management of housekeeping, ensuring office and environment is kept in line with Foster + Partners policy and standards, acting on behalf of Partners
- Liaise with office building management regarding facilities and office deliveries, under the direction of the Office Manager
- Liaise with office suppliers and maintenance of stock including stationery and office provisions, under the direction of the Office Manager
- Assist the Office Manager with office financial administration as directed/required

- Flexibility and cover as required
- Undertake research as requested/directed by Partners | project teams
- Suggest and implement new initiatives to support the development of the role as required
- Maintain open and effective working relationships with senior management and colleagues
- Ensure that all tasks/duties are carried out in accordance with F+P procedures and standards as stated in the Secretarial Administration Guide
- Undertake other ad hoc duties as required at the direction of the Partners | HoSA

Qualities and skills required

- Able to demonstrate proficiency in the responsibilities of the role
- Legally able to work in the country in which the position is based
- Demonstrated experience in front of house [reception | telephone | meet and greet] management
- Demonstrated experience of diary and travel management
- Demonstrated experience of working on confidential matters, using tact and discretion
- Demonstrated proficiency in using Microsoft Outlook, Word and Excel
- Fluent English, spoken and written is essential
- Smart and professional dress and personal presentation at all times, acting as an ambassador on behalf of Foster + Partners
- Professional, confident, courteous and helpful manner
- Punctual and reliable
- Ability to manage and prioritise tasks and time efficiently
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Excellent organisational skills
- Resilient to cope with conflicting demands, able to prioritise duties and work under pressure while remaining calm and professional at all times
- Able to demonstrate initiative and a proactive approach
- Flexible attitude
- Ability to work independently and as part of an effective team
- Ensure that discretion is exercised when dealing with sensitive information and enquiries, and to ensure that appropriate confidentiality is maintained at all times
- Excellent interpersonal skills and ability to work well with all levels of management and staff both internally and externally
- Thorough knowledge of, and compliance, with secretarial administrative procedures and standards
- Methodical, accurate and consistent attention to detail
- Self-motivation and ability to take responsibility
- Commitment to maintaining and promoting high standards of the role
- Empathy with a creative environment

Desirable

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach

to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

September 20