

## Receptionist

Department: Administration  
Reports to: UK Operations & Partnership Manager  
Date: 8 July 2019  
Direct reports: None

### Job Summary

To provide reception and event administration support to Renaissance.

### Responsibilities:

- Meet, log and greet visitors and arrange access
- Manage security passes, issue new passes to all employees, delete leavers and log and track all temporary passes which have been issued to visitors
- Answer, transfer and make telephone calls (as required)
- Manage front office administration
- Manage the weekly catering delivery to the office, this includes internal events and weekly supply of fruit and milk and other kitchen and toilet supplies
- Manage and maintain both kitchens. Make sure the kitchens are clean and all fully stocked with supplies (i.e. milk, coffee etc).
- Manage all deliveries to the office. Manage inbound and outbound postal requirements, including courier deliveries
- Prepare, take and distribute minutes at Senior Management meetings (as required)
- Prepare and maintain rooms for internal meetings, including room and AV set up and arranging refreshments
- Assist in set up and dismantle of large scale internal/employee and customer events
- Act as a first point of contact for Renaissance

### Education & Experience

- At least two years' experience of working in an office environment.
- Excellent customer service and people skills
- Interest in event management
- Good general education to at least A-Level or equivalent

### Skills

- Ability to work on own initiative and to prioritise and create new processes
- High quality oral and written communication skills
- Good communication and organisational skills
- Proactive thinker

# JOB DESCRIPTION



Willing to go beyond receiving work and doing it, must take a more lateral view, making suggestions and delivering a high quality result. Must be willing to go the 'extra mile'.

Confidentiality and discretion is also essential in this role as the job holder maybe dealing with personal and confidential information on a daily basis.

## Renaissance Mission

Our primary purpose is to accelerate learning for all children and adults of all ability levels and ethnic and social backgrounds, worldwide