

JOB DESCRIPTION



Chartered Accountants
Business & Tax Advisers

RECEPTIONIST/ADMINISTRATOR

Description of Responsibilities:

- Handle incoming telephone calls and post
- Deal with visitors on arrival
- Maintain Reception Area and Meeting Rooms
- Administrative duties included below but not limited to:

Description of Duties

- Lock/Unlock front door
- Receive, filter and forward incoming calls on switchboard in a timely and accurate manner
- Meet and greet all visitors
- If required, prepare drinks for all visitors
- Assist with client payments over the telephone
- Co-ordinate all aspects of meetings and manage room bookings e.g. diary, rooms, order lunches, refreshments etc ensuring a safe and tidy office and reception area.
- Ensure that reception area and meeting rooms are kept tidy, stocked with welcome packs, pens etc and welcoming at all times, including Kitchen
- Empty dishwasher
- Ensure office supplies including Kitchen supplies are ordered in a timely manner and kept stocked – via Amazon, Asda etc.
- Open, date stamp, sort, scan, log and distribute daily incoming post
- Sort and frank outgoing post and prepare special deliveries etc
- As and when required, add further funds to Franking Machine via telephone link
- Maintain up to date internal telephone directory
- Facilitate staff birthday, leaving cards and collections.
- Use, maintain and update a variety of record keeping systems including scanning of documents to in-house data storage system – IRIS and FYI i.e client code changes/change of particulars forms
- Daily scanning
- Audit Bank Letters – manage control spreadsheet and requests
- Submissions List – run monthly report from Excel and update weekly
- Assist with Billing – prepare and send
- Manage clients books and records control spreadsheet and arrange collection.
- Provide support to Secretaries as and when required
- Prepare engagement letters
- Send Accounts signing packs and various documents via signable
- Additional duties as may be required by the Line Manager or Directors
- Monitor Accounts inbox – daily
- Manage milk and more account
- Binding

Skills Required

- Able to use Word and Excel to a good standard and good general IT skills
- Excellent telephone manner and customer service skills
- Organise, and be able to prioritise workload
- Ability to manage several tasks at the same time
- Calm, enthusiastic and welcoming
- Enthusiastic, can-do attitude and friendly personality
- Confident in learning new software e.g. IRIS; proficient in the use of Microsoft Word, Excel, PowerPoint and Microsoft Outlook.