

JOB DESCRIPTION

Updated: September 2018

JOB TITLE:	Work Point & Office Co-ordinator
HOURS:	Full Time 37.5 hours per week including some evening and weekends.
PAY BANDING:	
TERMS:	Fixed term contract
REPORTING TO:	Sales Manager
RESPONSIBLE FOR:	N/A

ROLE PURPOSE

The post-holder will ensure that all Work Point customers are welcomed warmly and treated with courtesy and professionalism throughout their visit.

The post holder will use exemplary customer service skills as they carry out client requirements. They will provide a smooth and efficient service at all times ensuring that repeat business is guaranteed. The post-holder will also work within the Millennium Point office to take enquiries and provide admin support for the Events team.

KEY RESPONSIBILITIES

Client Enquiries

- Handle all requests for Work Point and Millennium Point.
- Provide admin support for the Events Team which includes inputting enquires, raising purchase orders and issuing contracts.

Client liaison

- Meeting and greeting all clients on their arrival at Work Point offices.
- Preparing the guest welcome packs, ensuring all relevant information on our services is included.
- Carrying out all client inductions upon their arrival.
- Keeping the reception area tidy.
- Sorting and distributing post to clients.
- Managing the meeting room diary for clients.
- Welcoming all arrivals at Work Point and carrying out the checking out process for all visitors from client's offices.

Secretarial services

- Providing secretarial service for clients as requested: this may include typing letters / reports or photocopying.
- Answering calls and forwarding phone calls to clients
- Screening phone calls if required by clients
- Booking meetings
- Arranging couriers
- Creating and updating records and administrative logs

Financial services

- Taking payments for Work Point and the MP Events Team and reconcile payments against purchase orders;
- Ensure that all paperwork is completed for clients at the end of their contract including any additional service charges.

Maintenance of office standards

- Conducting regular performance audits for cleaning, security and health and safety; updating the relevant exec team member if required.
- Maintaining the stock of kitchen supplies and ensuring the kitchen is kept clean and tidy at all times.
- Ensuring that positive relationships are maintained with adjoining tenants.

Other

- Manage any events that are booked in Work Point and Millennium Point.
- Provide admin support for the events team to include preparing purchase orders and invoicing.
- Liaising with other departments to ensure prompt communication of issues / problems or queries and to ensure optimum service is provided to our Work Point clients.
- Ensuring that all services provided comply with the GDPR.
- Ensure compliance with all Finance Regulations and processes as directed by the Finance Director.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> → Excellent standard of numeracy and written English 	<ul style="list-style-type: none"> → Secretarial qualification
EXPERIENCE	<ul style="list-style-type: none"> → Recent experience in a customer-facing role– ideally as a receptionist or secretary. → Experience of meeting and greeting customers in a warm and friendly manner → Experience of basic clerical duties and office procedures → Ability to project a positive image of Millennium Point to the client / customer 	<ul style="list-style-type: none"> → Cash handling or the taking of financial payments
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> → Approachable with excellent interpersonal skills → Excellent IT skills – including Word / Excel / Outlook and Power Point → Ability to work largely on their own initiative and happy to work on their own → Efficient and well-organised → Able to deal with demanding and or difficult clients → Flexible to meet work demands → Have good communication skills → Have a good standard of personal presentation → Works well under pressure and good at multi-tasking 	

COMPETENCY		REQUIRED BEHAVIOUR
LEADERSHIP		
STRATEGIC VISION		<ul style="list-style-type: none"> • Knowledgeable of Millennium Point vision, strategy, and direction across all areas and ability to relate this to own portfolio of activities
LEADING & INFLUENCING		<ul style="list-style-type: none"> • Inspires staff and business contacts to engage fully with the long-term vision and purpose of Millennium Point • Actively promotes Millennium Point’s reputation externally and internally – publicises successes widely
CONTEXTUAL ASUTENESS		<ul style="list-style-type: none"> • Understands the underlying social, political and historical factors influencing Millennium Point and uses this understanding to achieve required aims. • Knows who the key influencers are and how to go about involving them to shape activities and deliver results across the organisation. • Understands the formal and informal mechanisms and relationships that make up the decision making process of the organisation. • Identifies the relevant interest groups, networks and groupings
MANAGEMENT		
DELIVERING RESULTS		<ul style="list-style-type: none"> • Develops contingency plans to address unexpected developments – adjusts quickly when things change and takes prompt corrective action when things begin to divert from plan • Consistently delivers on time and to standard
MANAGING PERFORMANCE		<ul style="list-style-type: none"> • Regarded by others as an effective role model for performance, continuous learning and self-development.
PERSONAL DELIVERY		
COMMUNICATION		<ul style="list-style-type: none"> • Consistently communicates effectively with individuals at all levels from both within and outside of Millennium Point • Communicates with confidence, credibility, and tact at all times
RELATIONSHIPS		<ul style="list-style-type: none"> • Encourages inter and intra-organisational collaboration • Builds and maintains effective relationships to optimise success • Actively promotes knowledge sharing across the organisation
CUSTOMER FOCUS		<ul style="list-style-type: none"> • Displays a strong commitment to making service performance improvements • High-level awareness of the needs of internal and external customers • Outstanding internal and external customer service skills
DECISION MAKING		<ul style="list-style-type: none"> • Handles complexity and identifies the heart of problems to create clarity and act decisively • Combines a range of business information to identify key issues and risks • Recognises when decisions can be taken and when they need to be deferred to a higher level
SELF-MANAGEMENT		
SELF-AWARENESS		<ul style="list-style-type: none"> • Understands the likely implications and impact of emotions and actions, both on self and others in a range of situations. • Is aware of own personal strengths and development needs • Learns from experiences and takes action to modify own behaviour • Accepts constructive criticism • Is open to change

SELF-CONFIDENCE

- Acts with confidence and self-assurance
- Takes on stretching challenges that others may back away from
- Prepared to challenge the status quo and others in positions of power in pursuit of a specific goal

INTEGRITY

- Demonstrates a sense of commitment to openness, honesty, inclusiveness, loyalty and high standards
- Ensures confidentiality is maintained at all times

ADAPTABILITY / FLEXIBILITY

- Actively seeks out new ways of doing things in pursuit of continuous improvement
- Embraces and promotes new approaches when appropriate
- Shows willingness to lead and implement change as the organisation evolves
- Shows tolerance for ambiguity and unstructured situations
- Changes plans, goals, actions and priorities to deal with unpredictable or unexpected events, pressures, situations and job demands

SELF-CONTROL

- Manages own responses and reactions carefully when faced with demanding situations.
- Remains objective and stable