

Details			
Position Title	Receptionist/ Administration Assistant	Reports To	Centre Manager
Department	Region Group	Job Level <small>(Level Number – Level Name)</small>	Professional 2 – Colleague
Date modified	May 2025	Direct Reports	Nil

Position Purpose Statement:

The Receptionist/Administration Assistant is responsible for providing support to the Administration Manager and the onsite Centre Management team in an administrative capacity. They are required to provide general administration, accounts payable, accounts receivable, monthly reporting assistance, and reception duties for the retail Centre team whilst satisfying the various stakeholders to assist in delivering a high standard of service delivery.

Key Result Areas and KPIs

NB Responsibilities and deliverables may change from time to time in line with your skill set and role.

Key Result Area Operational	
Responsibilities	Key Performance Indicator
<u>Concierge</u> <ul style="list-style-type: none"> - Meet and greet clients/visitors/staff & assist with walk-in enquiries - Answer reception phone - Always maintain cleanliness and presentation of reception area 	<ul style="list-style-type: none"> - Superior customer service and presentation - Enquires are handled in a courteous, efficient and timely manner, presenting Knight Frank as professional, friendly and leading-edge organisation
<u>Office Support and Maintenance</u> <ul style="list-style-type: none"> - Maintain cleanliness of kitchens, fridges, microwave ovens, dishwashers, toasters etc at all times - Ensure A3 and A4 copier paper is well stocked and copier machines are checked for refill every morning and throughout the day - Provide general administrative assistance, including photocopying and scanning documents, collating and binding, mail-outs, arranging couriers etc. - Responsible for ordering and maintaining Merchandise 	<ul style="list-style-type: none"> - Flexibility to work on a range of duties - Successful management of in-house ordering - Liaise with IT in ordering and maintaining the technology equipment for the office and staff - Exceptional attention to detail and a high standard of presentation - Demonstrate an understanding of the relevant business processes and effectively liaise with key stakeholders to ensure tasks are completed in an efficient and effective manner.
<u>Administrative Duties</u> <ul style="list-style-type: none"> - Support the Admin Manager & Centre Team with administrative tasks as required - Mail – collect/distribute internal and external/post - Assist Admin Manager with Accounts Payable and Accounts Receivable - Liaising with retailers to obtain monthly sales figures - Liaising with retailers to obtain current Insurance Policies - Assist the Admin Manager with debtor management - Provide administrative assistance in FRC - Assist with timely invoice processing - Updating business and internal systems - Monitor Administration Inboxes & action customer enquiries 	<ul style="list-style-type: none"> - Flexibility to work on a range of duties - Demonstrating proactivity and initiative in order to complete the administrative tasks in an efficient and effective manner - Basic understanding of accounts processing and reconciliation of invoices against monthly statements - Successful organisation and use of maintaining systems - Establishment of good working relationships with staff and external stakeholders

- Ad hoc tasks as required
- Attend to tenant service requests promptly.
- Dealing with invoices and contractor management
- Prepare monthly expense reconciliations.
- Provide administrative assistance in FRC.
- Efficient tracking and follow-up of all correspondence to meet deadlines

Stock Control

- Control stock for kitchens i.e. milk etc.
- Order and maintain stock of stationery, toners, paper, binding materials etc
- Order Knight Frank branded printed material, including business cards, envelopes, with comp slips etc

Telephone

- Answer and process all internal/external calls
- Distribute telephone messages to staff
- Ensure stocks are always well organised and available and within budget
- Successful planning and execution of events according to instructions and event requirements

Key Result Area | Risk Management and Compliance

Responsibilities

- Actively participate as a Knight Frank representative for Health & Safety, First Aid or Fire Warden duties
- Completion of compliance training (Learning Life)
- Work within organisation to ensure compliance, risk management and corporate governance principles and practices are adhered to

Key Performance Indicator

- Complete all compulsory compliance training prior to deadline
- No instances of non-compliance

Key Result Area | Relationship Management

Responsibilities

- Build and maintain strong relationships with Managers and Employees of Knight Frank

Key Performance Indicator

- Actively contribute to team meetings demonstrating a willingness to share ideas and information

External stakeholders

- Build and maintain strong relationships with external stakeholders i.e. tenants, contractors.

Key Result Area | Financial Management

Responsibilities

- Process and code internal and external accounts
- Assist Admin Manager with debt collection

Key Performance Indicator

- Accurate entry of expense codes
- Time management for processing accounts.
- Records are accurate and updated.

Success Profile

Qualifications, Knowledge & Technical Prerequisites

Experience

Technical / Specialist / Industry qualifications and knowledge

- Diploma in Business Administration or equivalent.
- Advanced in Microsoft packages – particularly Word, Outlook, PowerPoint and Teams.
- Strong knowledge of Excel, including Pivot tables.
- Knowledge of general office procedures.
- Basic understanding of the property industry.
- Demonstrable experience of at least 3 years within a senior administration role providing support to a team
- Experience working within a retail environment
- Vision (MRI) Experience (Desirable).

Competencies	Personal Attributes/Style/Interpersonal Skills
<ul style="list-style-type: none"> • Ability to work under minimum supervision. • Excellent time management & organisational skills. • Capability to create and implement organised systems with the ability to manage workflow and priorities to meet deadlines. • Customer service focus with the ability to communicate with internal and external clients at all levels. • Good attention to detail and high level of accuracy at all times. 	<ul style="list-style-type: none"> • Flexible approach to work with the ability to adapt to a changing environment. • Excellent verbal and written communication skills in order to liaise with clients and draft correspondence and documentation, advanced level of spelling and grammar. • Pro-active and strong use of initiative. • Self-motivated. • Team player.