



Your regular working week

Monday to Friday from 08.00 - 16.00/ 16.30, 37.5 hours full time (30/ 60 min lunch).

- Daily and weekly pro-active approach to meeting room set up and building preparation.
- Organise events and meetings, including the booking of resources, hospitality, and ensuring appropriate and functioning technology.
- Regular safety checks around the building coupled with ad hoc resolution, or escalation of any issues.
- Be the first port of call for anyone in the Ashcroft team to report or discuss building issues.
- Lots of client contact – assisting with ad-hoc queries and requests, spending time with our regular clients, and working with new clients.
- Exercising own judgment relating to confidential and sensitive information.
- Administrative support for team members, e.g., scanning and distributing the post, preparation of presentations, when needed.

Office Coordinator - the role in detail

Primary role	To deliver a high-level front of house and facilities co-ordination to all Ashcroft clients and employees, acting as first point of contact and liaising extensively with internal and external stakeholders in a proactive and professional manner.
Behaviours	<ul style="list-style-type: none">• 'Can do' attitude.• Attention to detail.• Possess great initiative.• Professional & personable.• Demonstrates the core values of the Firm.• Collaborative and respectful approach to all relationships.• Ideally IOSHH Managing Safely or Working Safely or CSCS.• Effective communication skills at all levels.• Good organisational and planning skills.• Willing to learn and take on a wide variety of tasks.• Great customer service skills.• Ability to take instruction from both manager and clients.• Basic awareness and understanding of health & safety in the workplace.

Responsibilities	<ul style="list-style-type: none"> • Open the office at 08.00 every weekday and prepare the meeting suite and building for the day. • Ensure client service is established and maintained by providing an exceptional and pro-active service. • Meet and greet clients, deliver a friendly first-class guest experience. • Responsible for hospitality. • Pro-actively manage meeting rooms, bookings and related resources including AV. • Manage incoming calls, directing or taking messages as appropriate. • Ensure the office is tidy and operational, report/ resolve any issues. • Manage daily and weekly maintenance tasks e.g., fire safety checks, water hygiene, meter readings. • First point of contact for any issues with facilities. • First point of contact for workers/ contractors/ builders - by responding to reactive cleaning / maintenance. • First Aider and Fire Marshal. • Performing other duties as are within the scope, spirit, and purpose of the role
Experience and skills and required	<ul style="list-style-type: none"> • Previous experience of operating at Front of House and Facilities Co-ordinator level. • Experienced in delivering brilliant customer/ client relationships. • Experience of working in a fast-paced professional environment (professional services is a desirable, but not necessary). • Excellent experience with MS Office packages including Outlook, Teams, Word, Excel, and PowerPoint. • Strong inter-personal skills and emotional intelligence. • Technical excellence in MS Outlook and Office. • Good general business awareness. • Regular use of your people skills to manage situations, with the ability to communicate effectively at all levels.
Remuneration and benefits	<ul style="list-style-type: none"> • Competitive salary. • Private healthcare and cash-back scheme. • 22 days holiday plus all Bank Holidays. • Birthdays off work. • Quarterly bonus. • Mentoring scheme. • Free parking.