

Job Description: Office Front Desk Coordinator

Reports to: Office Operations Manager

Location: West London (this is a face-to-face role supporting office functions Monday to Friday)

Contract: Permanent

Pattern: Full Time (9am – 5.30pm)

Salary: £25,712 to £27,000

About the role:

We are looking for an Office Front Desk Coordinator to carry out the day-to-day duties of the office including reception and front of house services. The Office Front Desk Coordinator is to provide excellent customer service to both internal and external customers.

Making sure the office runs smoothly which includes but not limited to, health and safety daily checks, replenishment of stationery and kitchen supplies as well as reporting of maintenance and equipment faults to the relevant Teams.

Taking an active role in the upkeep of the office and ensuring that the space is always well presented.

Role Objectives:

- Streamline Front Desk Processes
- Take pride in the presentation of the office to ensure that the space is kept tidy and ready for staff use
- Be the first point of call for all internal and external queries
- Ensure that inventories are kept up to date and orderly

Key Responsibilities:

Reception Duties

- To provide professional reception and switchboard operation
- Managing the reception and info email inbox
- Meet and greet visitors to Ark and other organisations
- Support Teams and HR with the new starter induction process
- Support teams when able, in providing refreshments / hospitality for meetings
- Monitoring the Desk booking system
- Undertaking any other duties as required

Meeting Room Management

- Managing the calendar for restricted meeting rooms
- To ensure meeting rooms are presentable and client-ready with all equipment and furniture in place
- To ensure conference phones and AV equipment is in working order – reporting to IT where necessary
- Setting up the movable wall between meeting rooms (training provided and support given)
- Support trouble shooting with new desk booking software

Mail Management

- Ensuring and updating where necessary the mail management system
- Collecting mail from building reception and distributing to relevant pigeonholes in the office
- Franking and process special and recorded deliveries

Health and Safety

- Undertake daily health and safety walk throughs of the office
- Record and reporting of all office maintenance issues and escalate where necessary
- Willingness to undertake relevant training as the role requires

Access and Security

- Conduct opening and closing tasks for day-to-day office operations
- Liaise with building reception to process and set up staff Id cards
- Work with Office Operations Management to streamline the ID pass management system
- Liaise with building reception to effectively use the Yellow Building's visitor booking system
- Developing and managing logs and records for additional office management procedures where necessary

Stock Management

- Holding responsibility for the ordering and monitoring of stationery and kitchen supplies
- Compiling and managing inventory lists
- Ensuring cost effective spends on stock

Estates Support

- Support the wider Estates team with administrative tasks
- Supporting on ad hoc tasks relevant to the Estates function

Person Specification: Office Front Desk Coordinator

Qualifications

- Minimum 5 GCSEs, 9-4 (A*-C) or equivalent

Knowledge & Skills

- Experience in a customer service role
- Knowledge of Outlook and Microsoft Teams
- Working knowledge of office equipment (e.g., printers and franking machines)
- Excellent communication and interpersonal skills
- Organised with the ability to prioritise and multi-task
- Reliable with patience and professionalism

Personal Qualities

- A commitment to excellent customer service
- Excellent attention to detail
- Punctual
- Personable and approachable demeanour
- Flexible to a changing and developing role and environment
- Good work ethic and dedication to the role

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).