



## **Northumberland Estates**

### **Job Description**

#### **1. Post Details**

**Job title: Estate Office Administration and Reception Assistant- Full-Time, Syon House & Gardens**

**Directorate: Northumberland Estates**

**Function: Administration**

**Post reports to: House Manager & Administrator/ Marketing & Visitor Services Manager**

#### **2. Purpose of job: To cover the Estate Office reception desk and assist with general office administration**

#### **3. Principle role**

**To greet and welcome visitors and be a front of house ambassador for Syon House and Gardens**

##### **Principle accountabilities**

**3.1 To answer phone, email and website enquiries and direct to appropriate departments**

**3.2 Visitor hospitality-organise catering/taxis**

**3.3 With CCTV monitor the main gate, the estate office door, and the bollard**

**3.4 Assist with general invoices**

**3.5 Monitor the diary of tours, meetings/events**

**3.6 Help deal with daily post and package deliveries**

**3.7 Assist on occasion with photo shoots, filming and events if required**

**3.8 To assist with ordering first aid, cleaning and general office supplies**

**3.9 To assist with enquiries and group bookings**

**3.10 To assist with the seasonal guide's roster and process time sheets for the Deputy House Manager and send out application forms/paperwork for seasonal staff**

**3.11 To maintain the media database, file press cuttings**

#### **4. Communication**

**4.1 General communication with estate residents, employees, tenants and visitors via notices, memos and email**

#### **5. Records Management**

**5.1 All records created by staff in the course of working for Northumberland Estates, whether in Northumberland Estates premises or elsewhere, are the property of Northumberland Estates and should be kept securely in accordance with the Records Management Policy**

**5.2 All staff are obliged to create records necessary to account for their actions, document the discharge of their responsibilities, and to allow colleagues and management to understand the context of their work and continue their tasks as necessary in their absence**

**5.3 Staff must maintain paper and digital records in well-ordered and documented filing systems such that they can easily be retrieved when necessary**

**5.4 All staff should regularly review their paper and digital records in line with the relevant retention schedule and follow the instructions thereon**

#### **6. H & S (Accident and Investigation)**

**6.1 To be aware of any action that could cause potential harm or damage**

**6.2 To fully understand and comply with best practice in all areas of the Estate's health and safety/security policies, risk assessments, procedures and practices**

**6.3 To be willing to take a Disclosure and Barring Service check**

**6.4 To routinely monitor the location of first aid kits and ensure they're well stocked**

#### **7. Training**

**7.1 To attend any training courses required to fulfil the role**

#### **8. Qualifications**

**To have a good general education with excellent literacy and numeracy skills**

**To have a friendly, outgoing personality, with a welcoming manner**

**To be able to remain calm and courteous in pressurised situations**

**To be able to use discretion and be mindful when dealing with requests for company information**