

# RECEPTIONIST & OFFICE JUNIOR

## Job Description

### Reporting to: Office Manager

To provide secretarial and administrative support to the Estate Office.

However, occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested.

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## AREAS OF RESPONSIBILITY

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### General Duties

#### RECEPTION

- Deal with day to day correspondence and incoming mail
- Organisation and dispatch of daily post, keeping records of departmental spend
- Deal with general enquiries by telephone, email, website and letter
- Maintain weekly diaries and planners as required
- Meet and greet visitors to Reception. Ensure area is clean and tidy including the meeting room
- Undertake word processing and photocopying as required
- Handle lost property enquiries and liaise with the Guides to find items

#### BOX OFFICE

- Run the box office system including, accurate record keeping, ticket distribution, security of income etc.
- Supply full details of concerts and events to the office team, including costs and FAQ sheet

#### ADMINISTRATION

- Issue staff discount cards each year
- Support Office Manager in administration of Powderham Castle moorings
- Ordering stationery and catering supplies for the office
- Report any IT issues to the Office Manager
- Desk based research as required
- Deal with the complimentary ticket requests from charities and schools
- Assist in Starcross Club administration, including printing menus and posting out invitations

#### OTHER

- Understand the security and emergency procedures that relate to the Estate Office
- Any other duties as reasonably requested by the Castle Director or Office Manager.

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## **KNOWLEDGE, SKILLS AND EXPERIENCE:**

### **Knowledge:**

- Formal qualification in administration desirable

### **Skills:**

- Excellent communicator
- Good team player
- Excellent organiser and able to multi-task
- Solution finding
- Numeracy skills
- IT skills, together with the ability to competently use Microsoft Word and PowerPoint. Ability to use online software (as required) and able to use the internet competently and effectively on a daily basis.
- Be proactive and use initiative

### **Experience:**

- Working in an office environment
- Working as a member of a team
- Answering enquiries on the telephone
- Be able to prioritise and multi-task
- Remain calm under pressure

A full, clean driving licence is essential for this role.

### **Benefits:**

Discounted/free Yoga sessions at the Castle, 20% off in Castle retail and catering outlets. 10% off at Farm Shop. Complimentary tickets to live music events held on the Powderham Estate (subject to availability).