**HERON & BREARLEY**

**CENTRAL SERVICES**

**RECEPTIONIST & HR ADMINISTRATION ASSISTANT**

**ROLE PROFILE**

**JOB FAMILY: HR CODE:**

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| **STRUCTURE** | **LINE MANAGEMENT RESPONSIBILITIES** |
| This role is based at Head Office reception and reports to the Central HR Services Manager.  | N/A |

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| **MISSION & PURPOSE** |
| * To be first point of contact for visitors and callers to H&B Head Office, Isle of Man
* To provide HR administration services support to the Central Services HR Manager, and each People Development Manager located in the operating businesses [Pub & Bars, Mannin Retail and Trade Distribution].
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| **KEY RESPONSIBILITIES & DELIVERABLES** |
| * **Greeting visitors at Head office Reception**
* Greet all visitors in a friendly and professional manner and direct them to their correct destination;
* Ensure all relevant procedures are followed (e.g. filling out the sign in/out book and announcing visitors correctly);
* Ensure that the Reception area is maintained to a high standard to create a pleasant and welcoming environment.
* **Managing telephone calls, general email enquiries, stationery supplies and mail service**
* Ensure that all telephone calls and general email enquiries are managed in a timely and professional manner whilst maintaining quality service standards;
* Receive and sort both incoming and outgoing mail efficiently;
* Ensure that the franking machine is charged and maintained;
* Monitor stationery stock and re-order as appropriate using the correct procedures.
* **HR Administration Support**
* Provide critical administration support for all HR processes, including, but not limited to:
	+ Recruitment (e.g. arranging interviews, responding to applicants etc);
	+ Generating various employee letters and correspondence;
	+ Printing and issuing employment documentation (e.g. contracts, handbooks etc.);
	+ Assisting with new Head Office employee inductions;
	+ Administering and managing employee benefits programmes (e.g. Perkbox);
	+ Assisting with the effective management of IoM Work Permits (e.g. application and renewals);
	+ Manage “Inn-Site” and Out of Office information ensuring these are kept up to date and accurate at all times;
	+ Undertake general ad-hoc HR administration duties as and when required.
* **Manage Meeting Rooms**
* Responsible for managing the booking diary for all meeting rooms and VC equipment;
* Prepare and maintain meeting rooms as and when required e.g. ensuring tea/coffee/water is available;
* **Manage Travel requirements**
* Responsible for sourcing and implementing staff travel solutions as and when required.
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| **SKILLS COMPLEXITY AND CREATIVITY** | **Essential** | **Desirable** |
| A high degree of personal integrity, discretion and respect for confidentiality | ● |  |
| Ability to research, digest, analyse and present material clearly & concisely, translating business requirements into the delivery of high effective solutions;  | ● |  |
| Ability to deal with all work matters professionally and confidentially, exercising a high level of discretion, independence, and judgement when completing responsibilities and when dealing with executive and non-executive directors, senior management, employees and the general public; | ● |  |
| Able to lead by example, confident and articulate with a high attention to detail; | ● |  |
| Possess excellent verbal communication skills (verbal and written); able to influence or persuade others to gain acceptance, agreement or commitment to ideas and approaches; | ● |  |
| Able to multi-task and manage a variety of high volume activities in a high-pressure often reactive environment, and deliver on converging and simultaneously occurring deadlines; | ● |  |
| Possess a high level of self-awareness, tact and diplomacy; understand own and others strengths and development areas and utilises them accordingly; Unique ability to anticipate needs and proactively take action/make suggestions. | ● |  |
| A self-starter, with excellent analytical skills. Well organised, able to effectively prioritise, with ability to work under pressure with minimum supervision; | ● |  |
| A strong sense of urgency, initiative and drive to get things done with a; “right for first time, every time” mindset, and emphasis on working collaboratively with colleagues in the process; | ● |  |
| Able to establish and maintain positive working relations internally and externally to achieve role goals and objectives; | ● |  |
| Able to step outside normal job description as required and be comfortable doing this to deliver the required service to the business; | ● |  |
| The holder of a full clean IoM/UK driving licence. |  | ● |

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| **EXPERIENCE, EDUCATION, TYPICALLY** | **Essential** | **Desirable** |
| Recognised qualification within the UK Govt Education Framework Level 4, 5 or 6; |  | ● |
| 2-3 years’ work experience in an administrative HR support and/or reception role in a service-orientated environment;  | ● |  |
| Experience of letter writing and proof reading; | ● |  |
| Excellent Proficiency in the Microsoft Office (Excel, Word & Outlook & PowerPoint) products (ideally with some advanced Word user knowledge). | ● |  |
| Experience of using a Mitel telephone system or similar |  | ● |

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All Heron & Brearley people are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Company and to add value.

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| **Date prepared:** |  |
| **Agreed by:** | **Incumbent**  | **Manager** |
| **Review date:** |  |