

- Job Title:** Full Time Receptionist/Administrator (fixed term for up year)
- Reports to:** Financial Controller
- Responsible to:** Financial Controller
- Hours of Work:** Monday to Friday – 08:30 – 17:00
- Holidays:** 28 days p.a. (including bank holidays)

We are seeking to appoint a Receptionist/Administrator to join the Estate Office team at Bolton Abbey Estate. This is a busy role with lots of variety requiring excellent customer service and administrative skills. You may be asked to work additional hours during busy periods within reasonable limits.

The successful candidate will have a good telephone manner and must be familiar with Word, Excel and Outlook. The ability to work on own initiative, as well as being part of a team and being able to communicate well with others at all levels in a helpful and professional manner is essential.

Duties:

- Answering the telephone, dealing with customer enquiries and recording and forwarding messages accurately.
- Greet visitors.
- To keep the reception area neat and tidy at all times.
- To ensure that guests/contractors sign in and out when entering the office.
- To prepare refreshments for meetings as required.
- To provide secretarial and clerical support.
- To understand all the Estate's current and historical (archive) administrative requirements, become familiar with the management filing system and assist when required.
- To assist with ad-hoc typing for other members of staff when available to do so.
- Any other duties as required by other departments when available to do so.
- To participate in appropriate training.

Personal Specification

- Excellent communication skills.
- Confident.
- A positive, pleasant and welcoming attitude.
- Polite, friendly and courteous attitude.
- Ability to work well within a team, supporting colleagues.



- Able to work alone.
- Able to work well under pressure.
- A good working knowledge of Microsoft Office and proficiency using Word, Outlook and Excel.
- An awareness of the need to maintain confidentiality and discretion.
- A flexible approach to work.
- The ability to embrace change.
- A desire to continually update and improve own knowledge.
- A smart appearance at all times, complying with the requirements of the dress code.
- Vigilant observation on all matters concerning safety and security.
- A good understanding of Bolton Abbey and the countryside in general.

