

## **Receptionist – Permanent - Part Time -The Green House**

- Salary:** £10.55 per hour - £14,400 per annum (full time equivalent £20,572, inclusive of London Weighting Allowance).
- Hours:** 26.25 hours a week - Monday to Friday 1:15pm – 6.30pm  
Some flexibility is required to work extra hours, which will be determined by the Office and Service Manager when necessary.
- Contract:** Permanent – Part time role.
- Location:** The Green House, 244-254 Cambridge Heath Road, London, E2 9DA.
- Closing date:** 9am on Monday 30<sup>th</sup> March 2019

### **The Ethical Property Company**

---

Founded 20 years ago, the Ethical Property Company provides affordable workspace to charities, community groups, campaigns and social businesses working for a fairer and more sustainable society. From humble beginnings, the company has grown steadily and now owns or manages 23 centres across the UK providing affordable office, retail and conference space to over 1,000 social change organisations. Flexible leasing arrangements provide our tenants with long-term security and working alongside like-minded organisations offers them influence-enhancing networking opportunities.

The company has some 100 staff, based in our properties in London, Oxford, Bristol, Cardiff, Edinburgh, Sheffield, Bath, Brighton and Manchester. Our centres are managed to minimise energy use, waste, car travel and the use of harmful materials while offering tenants modern, affordable and flexible space managed in a transparent and supportive way.

### **The Post**

---

The part-time receptionist will work as part of a two-person reception team and will play an important role in our flagship building The Green House. The receptionist will be line managed by the Office and Service Manager for the South East cluster and will play an important role in welcoming visitors, supporting our tenants and assisting the O&S Manager in organising and promoting tenants networking and social events.

Your duties will include:

#### **Access, Security and Deliveries**

- Being the first point of contact for visitors to the centre; welcoming them and issuing name badges and ensuring that all of them sign in, announcing their arrival and directing them to the appropriate tenant organisation or meeting room
- Ensuring security procedures are followed in the centre, and that all building visitors/contractors sign in/out
- Taking deliveries of the Royal Mail post, sorting and distributing it to tenant organisations and ensuring that outgoing post is collected every evening
- Notifying tenants when deliveries arrive in the building

## **Communications**

- Answering phones and directing calls to relevant staff or tenants
- Acting as a point of contact for tenant queries and communicating these effectively to the Office and Services Manager and/or any other members of the Property Management team
- Helping to establish and maintain excellent communication with tenant organisations
- Ensuring an effective handover is made between shifts
- Ensure contact information is kept up-to-date for each organisation in the cluster, including tenant representatives, Directors, first aid and fire Marshall Contacts, etc. and liaise with O&S manager to ensure that this information is updated.

## **Synergy Activities**

- Assist the Office and Service Manager with organising synergy activities and events where tenants can work together, learn from each other, improve their well-being and network (e.g. gardening club, cyclist group, recycling campaigns, among other)
- Assist with the promotion of any synergy activities within the building, emailing tenants, designing posters and newsletters.
- Encouraging and support effective collaboration among the tenants and the community.
- Assist the O&S Manager in encouraging tenants to participate, organise, lead and attend synergy activities within the building
- Ensuring effective communications between both receptionists and to equally split tasks and services in consultation with the Office and Services manager;

## **Administration and Purchasing**

- Assisting with administrative duties in the cluster as and when required;
- Ordering supplies for the cluster and keeping an accurate record in the purchase order / tenant recharge sheet;
- Monitor photocopier and franking machine usage for the centre and ensure re-charges are sent to the finance department on monthly basis in an accurate and good timely manner.

## **Other responsibilities**

- Working within the company's procedures and policies
- Working to improve the services we provide to tenants
- Working to improve the company's social and environmental objectives
- Covering for other members of the reception team when they are in training, on holiday, etc
- Attending company-wide events such as training events and the annual staff conference
- Additional Ad-hoc duties in accordance to the job role specified by the Office and Services Manager

## **Person Specification**

---

You are a welcoming, proactive, friendly and organised person, who enjoys the challenges of being the first point of contact.

- Has excellent communication skills and experience of communication with different groups of people
- The ability to act quickly and effectively using their own initiative
- To be a team-player
- Have good IT skills, particularly Microsoft Office software
- Good organisational skills and the ability to prioritise his/her work, multi-task and remain flexible
- To be trustworthy, personable and reliable
- A commitment to provide a good service to our tenants

- To maintain a professional standard of presentation and communication with colleagues and tenants at all times
- We would also like applicants to be committed to social and environmental issues.

### **Contractual Details**

---

This is a permanent contract with a three-month probationary period. The salary is £10.55 per hour - £14,400 per annum (Full time equivalent £20,572). The working hours for the role are 26.25 hours a week, Monday to Friday from 1.15pm – 6.30pm. Some flexibility is required to work extra hours, which will be determined by the Office and Service Manager when necessary.

Benefits include 25 days holiday entitlement (pro-rata) in addition to statutory public bank holidays (pro rata). We offer a company pension contribution up to 7%, a free company bicycle scheme with bicycle maintenance costs, season ticket loans, interest free personal loans, as well as other benefits.

Please note, you must be eligible to work in the UK in order to apply for this role. No agencies please.

---

**To apply:** Please visit [www.ethicalproperty.co.uk/careers](http://www.ethicalproperty.co.uk/careers). Please send an updated CV and Covering Letter, responding to the following questions:

1) How do your work experience, skills and training help you meet the person specification from the job description? Please answer in detail, referring to the specific criteria.

2) Why are you interested in this role, specifically referring to the job description, and what has motivated you to apply for the position?

Please send to: [recruitment@ethicalproperty.co.uk](mailto:recruitment@ethicalproperty.co.uk) by the stated closing date and time.