Office Assistant

## Why do we need this role?

The Office Assistant is a key role within our team, ensuring that all of Help Musicians and Music Minds Matter employees, visitors and guests feel welcomed to the charities, providing first class service to ensure peoples experience and interaction with the charities is exceptional and that our office runs smoothly and efficiently for everyone.

**Reports to:** Facilities Manager

**Location:** On-site

**Our Values**

At Help Musicians & Music Minds Matter we:

**Embrace change**; recognising that change leads to opportunity and the potential to seek out better solutions for those we’re here to support

**Are curious**; recognising that insight, understanding and empathy enables us to deliver our best work

**Value difference**; knowing that diversity of thought, team and experience makes our charities stronger

**Come together**; united through our appetite for music we’re committed to working collectively, doing the very best to support those that need our help

**What does success look like?**

1. People visiting the charities offices in London are made to feel welcome and their experience and interaction with us, whether in person, over the phone or via email is exceptional
2. Our employees experience of working from the office is positive, with an efficient and well-run office, proactively thinking of ways to enhance the working environment and responding efficiently and effectively to any office related queries
3. Assisting the Facilities Manager in providing a safe working environment for all employees, visitors and guests.
4. Build and maintain effective relationships with contractors and suppliers, acting as the first point of call to escalate any interruption to services to the Facilities Manager and service supplier where appropriate.
5. Providing administrative support to the People & Culture team when required to allow them to work as efficiently and effectively as possible.

**Main responsibilities**

1. Welcome anyone who arrives to our offices in London, serving as the first point of contact for all employees, visitors and guests ensuring they receive a warm welcome and have a positive experience during their time with us.

1. Ensure the front desk, reception, and general office areas are welcoming spaces for visitors and guests to arrive and wait, that they are kept tidy and well maintained with relevant and up-to-date information and Help Musicians and Music Minds Matter materials.
2. Proactively seek relevant information in advance from teams across the charity about people visiting our offices, actively thinking about our guests and visitors experience, ensuring any specific needs are accommodated in advance.
3. Coordinate all meeting room bookings and ensure all meeting spaces are appropriately set up for all internal and external meetings and refreshments are available as required. Ensure any additional catering requests are fulfilled.
4. Assist the Facilities Manager with all Health & Safety matters and act as a first aider and fire marshal for the building (training will be provided).
5. Be the first point of call regarding facilities queries, support all team members to ensure they experience a safe and comfortable working environment at home or in the office, and escalate to the Facilities Manager as appropriate.
6. Assist the Facilities Manager with all building-related external contracts and services to ensure the smooth running of the office, maintain a good relationship and provide best value for the charity.
7. Perform general administrative tasks, such as answering and directing phone calls, handling shared mailboxes, coordinating meeting-room calendars, ordering weekly consumables, receiving deliveries and maintaining office stationery and consumables stock levels.
8. Work efficiently in responding to all external enquiries into the general email address and via the telephone so that the charity can respond to all queries in a timely manner.
9. Take a proactive approach in making recommendations in terms of service administration improvements, which would improve the effectiveness of the experience of our people working or visiting our offices, processes and service to stakeholders.
10. Assist the People & Culture team with administrative support including responding to applicant enquiries, collating applications, preparing shortlist packs and co-ordinating interview arrangements, ensuring all parties have all relevant information, and applicants are kept informed in a timely manner throughout their recruitment journey with Help Musicians.
11. Assist the People & Culture team with onboarding and induction of new employees including undertaking pre-employment checks and administering the e-learning induction system, running regular completion reports and escalating outstanding issues to the People & Culture team and/or Facilities Manager.
12. Update, maintain and develop all internal handbooks, the staff intranet, information systems and send information, updates and reminders out to all employees when required.
13. Other duties as reasonably requested by the Facilities Manager and/or People & Culture team.

**Person Specification**

**Essential Experience, Knowledge and Skills**

* Experience in a customer service related role providing a first-rate service to customers and stakeholders, with a good understanding of what makes an exceptional customer experience
* Experience of organising a varied workload, with the ability to plan and prioritise competing demands to meet deadlines in a responsive service environment.
* Effective verbal communication skills with the ability to adapt communication style for different audiences
* Able to produce a high standard of written communication across different mediums.
* Effective team-working skills, with the ability to work collaboratively with colleagues across the charity.
* Competent in the use of Microsoft Office including Word, Excel, Outlook and Teams.

**Personal Characteristics**

* Professional, polite, respectful, friendly and welcoming manner
* A positive ‘can-do’ attitude
* Commitment to providing an excellent customer experience
* Ability to build positive and constructive relationships with internal and external contacts, with a collaborative and supportive approach to assisting colleagues to achieve their goals
* Thinks ahead to anticipate customer needs and is flexible in approach needed
* Logical approach with the ability to remain calm under pressure when faced with competing demands on time or priorities
* Self-motivated and works proactively to look at how they can consistently add value to their role and the organisation

**Additional info**

* Basic criminal record (DBS) check required
* Working full-time from the London office (WC1X 9JS)