

Job Description: Office Assistant

Reports to: Office Manager

Location: West London

Contract: Permanent

Pattern: Part Time (Mon – Wed 09:00-17:30, 22.5 hours per week)

Full Time Salary: £28,000

Part Time Salary: £16,800

About the role:

We are looking for an Office Assistant to support the smooth day-to-day running of the office, including providing a welcoming and professional reception and front of house service. You will be the first point of contact for internal and external customers, providing excellent customer service and ensuring all visitors and employees receive a friendly and helpful experience.

We are looking for a proactive and organised individual who enjoys working with people, takes pride in creating a welcoming office environment and is comfortable managing a variety of administrative and operational tasks.

You will play an important role in keeping the office running smoothly, including carrying out daily health and safety checks, replenishing stationery and kitchen supplies, and reporting any maintenance or equipment faults to the relevant teams.

You will also take an active role in the upkeep and presentation of the office, ensuring that the space is safe, clean, tidy, well organised and ready for staff use. You will take pride in maintaining a welcoming environment and ensuring inventories are kept up to date and orderly.

Key Responsibilities:

Reception Duties

- To provide professional reception and switchboard operation Monday to Wednesday with some flexibility to switch days to cover events and busier periods
- Managing the Reception and Ark Info email inboxes
- Meet and greet visitors to Ark and other organisations
- Support Ark network teams and HR with the new starter induction process and onboarding logistics
- Monitoring the visitor management and desk booking system
- Diary and calendar support
- Filing and document management
- Data entry and maintaining records
- Assisting with employee engagement activities
- Provide administrative support to the Office Manager
- Monitoring office environment standards
- Supporting colleagues and visitors with professionalism and responsiveness
- Supporting office moves and workspace changes
- Supporting office software and booking systems

- Liaising with IT regarding equipment issues
- Provide cover for Office Manager during annual leave and other absences
- Undertaking any other duties as required

Meeting Room Management

- Managing the calendar for restricted meeting rooms
- To ensure meeting rooms are presentable and client-ready with all equipment and furniture in place
- To ensure conference phones and AV equipment is in working order – reporting to IT where necessary

Mail Management

- Ensuring and updating where necessary the mail management system
- Collecting parcels / post from building security and handling accordingly
- Franking and processing special deliveries
- Supporting internal meetings and events
- Assisting with visitor events and stakeholder visits

Health and Safety

- Undertake daily health and safety walk throughs of the office
- Record and report office maintenance issues, escalating where necessary
- Willingness to undertake relevant training as the role requires
- Acting as Fire Marshal (where trained)
- First Aider responsibilities (where trained)
- Supporting emergency evacuation procedures

Access and Security

- Conduct opening and closing tasks for day-to-day office operations
- Liaise with building reception to process and set up staff ID cards
- Work with Office Manager to streamline the ID pass management system
- Liaise with building reception to effectively use the visitor booking system
- Developing and managing logs and records for additional office management procedures where necessary

Stock Management

- Holding responsibility for the ordering and monitoring of stationery and kitchen supplies
- Compiling and managing inventory lists
- Ensuring cost effective spends on stock

Person Specification: Office Assistant

Qualifications

- Minimum 4 GCSEs, 9-4 (A*-C) or equivalent

Knowledge & Skills

- Previous experience in a reception, office administration or customer service facing role is desirable
- Experience managing multiple priorities in a busy office environment
- Experience using Microsoft Office applications including Outlook, Word and Teams
- Experience with office booking systems
- Working knowledge of office equipment (e.g. printers and franking machines etc)
- Excellent communication and interpersonal skills
- Excellent organisational skills with the ability to manage competing priorities and meet deadlines
- Proactive and able to work independently and use initiative
- Awareness of health and safety practices within an office environment.
- Inventory management experience
- Customer-focused approach
- Hands on approach with problem-solving skills
- Reliable with patience and professionalism
- Excellent written and verbal communication skills.

Personal Qualities

- Committed to providing excellent customer service
- Excellent attention to detail
- Personable, approachable, professional and confident dealing with a wide range of stakeholders
- Flexible and adaptable to a changing and developing role and environment

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).