

Receptionist

Department: Corporate
Location: 50 Featherstone Street, EC1Y 8RT, City of London
Reports To: Office Manager
Hours: Full Time (37.5hrs)

Key Responsibilities

- Receiving and handling telephone calls
- Take messages and ensure that they are passed on promptly and clearly
- Handling meeting room diaries
- Review the meeting room diaries every morning and ask the organisers if any external meetings require any further assistance beyond serving refreshments. (This serves as a confirmation of room usage)
- Assist Office Manager and various tasks and projects
- Distribute incoming post and deal with all outgoing post
- Assist with client research for consulting and product teams
- Book couriers and taxis and log on system
- Book air and train travel
- Meeting and greeting clients / guests
- Arranging tea, coffee and lunches for visitors and meetings when required
- Ensure that all meeting room and the reception area are tidy at all times. (Magazines, cups, glasses are put away, surfaces wiped clean etc.....)
- Every month replace some of the publications in reception
- Provide basic administration assistance. Print correspondence and prepare them for post for various departments as and when
- Ensure that each YouGov visitor has signed in on the visitor's log
- Helping with Powerpoint presentations (checking that they are within our branding guidelines)
- Printing out and binding presentations
- Ordering business cards and stationery
- Keeping log and distributing info emails
- Recycling – ensure that all recycling bags are collected each week
- Assisting Panel Team with support emails
- Providing ad-hoc support to other employees as and when required
- To undertake such other tasks including general administrative duties as may be required from time to time
- To be an ambassador for the business at all times

Candidate Specifications

Personal skills & attributes

- At least one year experience working within a reception or administration role, although we may consider a graduate for this position
- Excellent telephone skills
- Excellent written and spoken English
- Strong intellectual ability and highly effective communication skills
- Highly motivated and ability to work independently
- Excellent project and time management skills with ability to prioritise and manage conflicting demands
- Excellent written and verbal communication skills
- Excellent IT skills, including Word, Excel, Outlook and Powerpoint
- Exceptional presentation and a dynamic presence
- A highly professional manner
- Strong interpersonal skills; demonstrated ability to work collaboratively with a wide range of individuals at all levels of the organisation
- Excellent organisational skills
- Excellent follow through and attention to detail
- Quick thinker and a problem-solver
- Experience of diary management preferable
- Energetic and positive

This is not an exhaustive list, and you will be expected to be flexible in your approach to carrying out your duties, that may change from time to time to reflect changes in the Company's circumstances. This will include providing cover for colleagues as required. The Company therefore reserves the right to vary the job description in consultation with you.

All YouGov plc employees are expected to comply with the Company's policies, rules and procedures as outlined in the handbook, health and safety manual and all other publications.