



THORNTONS

INVESTMENTS

Job Description

Job Title: Office Administrator

Location: Thorntons Investments, Dundee (Full Time)

Responsible to: IT & Office Support Manager

Main purpose of the job: Provide a wide range of office administrative duties to support the efficient running of a busy head office and client reception.

Principal Responsibilities and Duties:

1. Answer telephone calls to main office number and distribute or take messages as appropriate
2. Manage mail services – collect incoming and deliver outgoing mail daily. Scan and send post to staff as appropriate if remote working, printing correspondence for staff to send out via post as required
3. Maintain supply of Recorded delivery slips for large mailings and secure return of important documents
4. Maintain office phones – including setting up reception voicemails for when office is closed
5. Open/Lock filing cabinets at beginning and end of each day and store keys securely
6. Collate and place stationery orders on a regular basis and check main office supplies to ensure these are maintained at all times
7. Place online orders e.g. Amazon as required for office supplies/equipment
8. Make sure office is stocked up on Tea, coffee, biscuits for meeting rooms. Check all rooms daily – keep tidy, stock up on supplies, fill water jugs etc
9. Greet clients/visitors at reception (check bookings in meeting room calendars), provide tea/coffee as required
10. Set up meeting rooms for large meetings – ensure refreshments are made and placed in the room. Order lunches for larger meetings as required
11. Collect newspapers & milk deliveries from Main Reception daily and put away
12. Order newspapers and check delivery and invoices

13. Place milk order to ensure sufficient supplies for staff kitchen and visitor meeting space
14. Tidy staff kitchen – load dishwasher at the end of each day and empty each morning and monitor supplies of tea, coffee, fruit and water for the office
15. Download Call Recordings daily ensuring all client call recordings are stored securely
16. Monitor heating and ventilation in office – ensure windows are securely closed and any additional heaters are switched off at end of each day
17. Monitor Confidential Waste bins and arrange collection on a monthly basis
18. Liaise with the Building Supervisor regarding minor office problems e.g. broken locks on toilets, boilers. Arrange repairs or maintenance as required for the office using agreed supplier list
19. Ensure photocopiers have ink and paper supplies and liaise with Capital Solutions if any problems
20. Pay cheques into bank as required by the Financial Controller
21. Switch heaters off and close windows at end of each day
22. Order bathroom supplies – toilet roll, soap, cleaning products etc as required
23. Coordinate provision of office plants and ensure adequate maintenance through agreed contractor
24. Maintain supply of pre-printed client forms, brochures etc ready for client meetings
25. Liaise with Main Reception when client car parking spaces are booked
26. Monitor reception email inbox, accept meeting room requests and make sure no double bookings and prioritise client meetings
27. Maintain key cabinet – ensure stored securely and labelled and obtain key copies as required for staff
28. Support the business support team in the creation of new client records on our client database
29. Undertake basic financial administration duties to support the team
30. Undertake any urgent administrative duties to support the wider team as required