

**January 2024**

**Role:** Receptionist  
**Team:** Administration  
**Office:** London  
**Contract:** Permanent

A great opportunity has arisen for a Receptionist to join an entrepreneurial, established, and successful asset manager with a strong market reputation and track record run by unassuming high-calibre professionals with ambition and an appetite for growth. We have offices in London, Hong Kong, New York, and Japan.

TT strives to hire excellent individuals no matter who they are or how they got there. We are an equal opportunities employer welcoming people regardless of their sex, marital status, ethnic origin, sexual orientation, religious belief, or age. We recognise the benefits of neurodiversity and encourage anyone with the skills and experience required to apply.

**Purpose of the role:**

We are committed to providing an exceptional Client Experience, and we believe that the first impression or welcome back is crucial. As a Receptionist you will be the face of our business, greeting clients and guests with professionalism and warmth. If you thrive in a customer-centric environment and have a keen eye for detail, we welcome you to apply for the role.

**Key responsibilities:**

- Deliver consistent, exceptional first-class Reception service in a proactive, corporate and professional manner.
- Answering, screening and forwarding all incoming calls as required.
- Overseeing the meeting rooms:
  - Process and monitor requests to book meeting rooms, ensuring all requirements are satisfied (seating layout, hospitality, climate).
  - Oversee the meeting room diaries ensuring that the correct meeting rooms have been booked. Monitor any possible meeting overruns or clashes and updating any changes throughout the day, ensuring that the relevant attendees are informed accordingly.
  - Continuously checking that the meeting rooms are prepared for meetings and upkeep. This will include checking for virtual links, and possible re-location of meetings, if necessary. Also ensure that all additional meeting room requirement such as cables, are supplied.
  - Provide refreshments for TT guests including catering as and when required.
- Liaising effectively with key stakeholders of the Client Experience in the business such as Marketing and Client Services, IT, Facilities and the rest of the Administration team.
- Working with the Marketing and Client Services team to prepare ahead of meetings, including printing and binding presentations and client documentation.
- Booking taxis and couriers for guests.

- Administrative support: reconciling monthly statements to invoices, expense administration, printing, binding and preparation of documents as required.
- Assisting with ad-hoc projects such as office management, charity activities, Townhalls and employee office social events.
- Maintaining immaculate professional image and presentation, time keeping skills and self-awareness are to be the second nature.
- Ensuring that client security and emergency procedures are adhered to at all times, taking an active role in an evacuation of the building as laid down in the Health and Safety policy.

**Key Skills and Competencies:**

- Previous Reception, Front of House, guest relations or customer service experience.
- Professional telephone manner, with experience in telephone line management.
- Excellent communication and interpersonal skills.
- Calm, confident and professional manner.
- Willingness to be flexible with schedule.
- Ability to be resourceful and proactive when issues arise.
- Multitasking and time-management skills, with ability to prioritise tasks.
- A team player.
- Proficiency in Microsoft Office skills, including PowerPoint and experience with Adobe.