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FRAME DESIGN
FINE ART PHOTOGRAPHY
PRINTING
ARTIST SURFACES

Job Description

Job Title: Part Time FOH and HR Administrator

Date: Feb '10

Reporting to: Sales Manager / HR Assistant

Responsibility for: N/A

Standard Hours: Monday to Friday: 5-6 hours per day. Working hours are flexible, excluding the hours of 12 noon- 2.00 pm when FOH lunch cover is required.

Responsibilities Overview:

The main purpose of this job is to cover Front of House when full time staff are on their lunch breaks between 12 noon – 2.00 pm be responsible for all incoming telephone calls, ensuring they are answered promptly and directed to the right person in the company (including accurate taking of messages) and to operate reception to optimum effectiveness offering an efficient service to clients and employees at all times. This is a supporting role, taking on other duties normally carried out by other members in the team and working with other members of staff to work in a lean, problem free environment. For the rest of the working day the role holder will assist the HR Officer with HR administration duties where required.

General Duties:

FOH Lunch Time Cover

- Managing phone system so that all calls are handled efficiently, ensuring that all incoming telephone calls are answered promptly and directed to the right person in the company.
- Take telephone and voicemail messages accurately and e-mail colleagues.
- Meet and greet clients at FOH, ensuring that their first experience of John Jones is optimised. This includes ensuring that clients are offered refreshments and providing information on John Jones client events whilst they wait.
- Screen walk in clients to ensure they know about John Jones framing standards.
- Maintain the security processes for visitors, clients and suppliers.
- Sign in art work in line with John Jones strict processes.
- Sign out completed orders in line with John Jones strict processes.
- Take payment for new and completed orders following the correct procedures
- To give adequate notice when taking time for holidays and ensure that appropriate cover is available and trained up to take over duties in your absence
- Set examples to other colleagues throughout the company by setting high standards of conduct and performance.

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HR Administration Duties

- Ensure that blank timesheets are provided to SC's and managers by Friday latest of each week.
- Enter overtime hours (will soon be asking SCs to submit these online)
- Check overtime hours are signed off and that all absence forms and holiday forms are received Chase up any outstanding timesheets or missing documentation (i.e. return to work forms etc)
- Enter holiday forms and cancellation forms
- Enter return to work form details
- Filing
- Administer all new starter information and set up personnel files
- Gather CV applications into the relevant outlook folder ready for HR Officer to review
- Hand out payslips
- Administer childcare voucher scheme
- Send out regret letters to unsuccessful candidates where needed
- Take meeting minutes where necessary

Key Skills

- Experience in a switchboard / receptionist role
- An excellent telephone manner
- Experience of handling confidential information. Discreet.
- An ability to communicate well in writing and verbally
- Excellent administrative skills (Outlook, Excel, Word & Explorer)
- Quick Learner, good memory
- Logical thinker
- Ability to multi task and work under pressure
- Friendly, approachable, patient & mature, have good inter-personal skills and the ability to work on your own initiative or as part of a team
- Smart appearance
- Proactive and forward thinking
- Self-motivated and highly organised