

Receptionist & Office Manager

Employer: East West Railway Company

Location: Milton Keynes

Basis: Permanent

Role Summary: Manage general office procedures to ensure processes and duties in the office flow efficiently. Maintains clear records on office expenses by managing invoices and ordering supplies based on the office budget. Reception duties, including answering incoming calls and scheduling appointments. Follows up on phone calls and contacts as appropriate. Answers general emails and postal correspondence with customers and suppliers.

Team dimensions: Reporting directly to Executive Assistant

A little bit about us:

East West Rail is a new direct connection, linking communities between Oxford and Cambridge, including Bicester, Milton Keynes and Bedford by rail.

Oxford, Cambridge and the communities in between are renowned for their vibrant economy, educational excellence and scientific innovation. They deliver growth and prosperity both locally and for the whole country; connecting these two cities and the communities in between is crucial to the social and economic future of the region.

East West Railway Company was set up to accelerate the delivery of the East West Rail infrastructure and passenger services, bringing faster journey times and easing pressure on local roads.

We were set up by the Secretary of State for Transport in 2017 to do things differently. We aim to innovate, positively disrupt, and challenge the status-quo, leading to quicker and more cost-effective project delivery, and an improved experience for passengers and the communities we serve.

As we build our team, we're looking for people with the right skills and mindset so that we can innovate, positively disrupt and set new industry standards. Whether you've been working on some of the world's most exciting rail and infrastructure projects or can inspire us with your ideas and expertise from other sectors, we want to hear from you.

Responsibilities and accountabilities

- Manages general office procedures to ensure processes and duties in the office flow efficiently.
- Front of house responsibilities including meeting and greeting visitors and main point of contact for the company telephone line
- Update H&S documentation as required, including risk assessments, PAT testing, fire evacuation
- Meeting room maintenance, providing lunch as requested setting up and clearing rooms, dishwasher duties
- Keeping accurate records of Key holders / desk keys
- Receiving all deliveries/booking couriers
- Purchasing stationery and supplies keeping within agreed budgets
- Liaise with building facilities
- Manage and implement a hot desk facility and ensure enough workspaces are available for all visitors
- Daily handover with the other Receptionist
- Admin support for the EAs if needed

Team dimensions

- You will be reporting directly to Executive Assistant or one of the company's Directors
- Given the early stage of the project, it is likely that the nature of the role may evolve as the project progresses. It is also possible that other ad-hoc activities and duties may be required

Experience and skills

- A reliable self-starter with a 'can do' attitude
- Professional and well presented, approachable and friendly with excellent customer service skills
- Extremely well organised and able to multi-task
- Good communications skills – both verbal and written
- Works well under pressure
- Prior Office Management Experience
- Proficiency in Microsoft Office
- Good Communication Skills, Both Verbal and Written
- Professional Telephone Manner
- Excellent Customer Care Skills
- Positive Attitude
- Reliable and Dependable

What we offer:

- Competitive base salary
- Up to 20% bonus based on individual and company performance
- Up to 12% employer's pension contribution
- 33 days holiday a year (including bank holidays) + up to 5 days to buy
- Life insurance
- Employee Assistance Programme
- Perks platform with hundreds of discounts and freebies
- On-the-spot and annual awards
- Advanced learning and development programmes
- Great work-life balance and flexible working opportunities
- Enhanced family-friendly policies
- Exceptional IT tools

Join the team!

Please send your resume and a covering letter explaining why you are interested in the role and meet the above experience requirements to: recruitment@eastwestrail.co.uk