

ALLFORD HALL MONAGHAN MORRIS

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Job Title	Receptionist
Location	Clerkenwell and Old Street, London
Reporting to	Reception Team Lead
Working with	All staff
Hours	Shift covering 08.15-17.15, 09.00-18.00 and 09.15-18.15

Job Description

OFFICE OVERVIEW

In the 30+ years since Allford Hall Monaghan Morris was founded it has grown from four to circa 500 people and is a leading British architectural practice with key clients and projects in all major sectors around the globe.

Due to the vast growth of the practice over recent years, the layout of the London office has become somewhat complex and has therefore been divided over two studios. The studios are a short walk away from one another, based at opposite ends of Old Street. The Reception team work on a 10 week rotation system, ensuring the needs of both London studios are met and carried out to an exceptional standard. 'Reception' plays an imperative part in the day to day organization of the practice and serves as an information hub to colleagues and clients alike. The London offices, particularly Morelands, are fast-paced and busy environments. A satellite office in Bristol of 60+ staff also relies upon the London switchboard to field their calls.

The Reception Team is part of the wider Support Team which ultimately reports to the Head of Practice Operations. The Support Team achieves its collective aims through teamwork, high levels of service to colleagues and clients, personal development, cost awareness and receptiveness to new ways of working, recognising at all times the crucial contribution it has to the overall success of the practice.

PURPOSE OF ROLE

The main purpose of this role is to provide a friendly, efficient and professional reception service in order to maintain a high standard of front-line customer service, ensuring that visitors and clients take away a positive impression of the firm as a well organised, friendly and professional outfit, and employees of AHMM can concentrate on the main focus of the practice which is to deliver exceptional architecture.

PRINCIPLE DUTIES

The reception team share the following duties:

- Answering the busy main switchboard telephone and transferring calls
- Acting as a first point of contact to all visitors
- Assisting colleagues with queries and administrative tasks
- Taking pride in the appearance of the office, ensuring its cleanliness and tidiness, especially client-facing areas such as the front of house and meeting rooms
- Managing and booking meeting rooms, ensuring all meetings run on time
- Arranging refreshments for external meetings and ordering lunch when necessary
- Setting up equipment for presentations, conference calls and video conferencing
- Accurately distributing incoming post and faxes, and preparing outgoing post
- Uploading project post onto the document management system (Newforma)
- Ordering couriers and taxis
- Managing the centralised company email inbox
- Booking travel, hotels, restaurants, as necessary
- Counting in, signing for and packing away deliveries in the appropriate place
- Assisting with training new starters

- Ensuring daily handover arrangements are in place within the reception team
- Other administrative tasks such as completing invoices, printing and binding

Additional responsibilities

There are a number of extra duties members of the Reception team are also responsible for. These include, but are not limited to:

- Supporting Team Coordinators and PAs with ad hoc tasks
- Scheduling monthly round-ups for the whole practice
- Assisting the Librarian with weekly tasks
- Sample Library tasks
- Creating presentations
- Creating and formatting documents and posters for events throughout the office
- Auditing the meeting rooms

JOB REQUIREMENTS

Educated to A' Level standard

Minimum of two years in a similar role is desired

A good working knowledge of Microsoft Office; Word, Excel, Outlook

PERSONAL SPECIFICATION

Well-presented and professional

Strong team player, with a readiness to 'muck in'

Excellent interpersonal and communication skills

Clear, confident, and polite telephone manner

Flexible, with a willingness to tackle a variety of duties and to learn new skills

Reliable

Good organisational and time management skills

Keen attention to detail