

JOB DESCRIPTION

Job Title	Receptionist and Digital Engagement & Communications Assistant (10-month Maternity Cover)
Department	PR, Marketing & Events
Responsible to	Office Manager / Head of Communications & Marketing
Days/Hours	Monday to Friday, 08:30 – 17:30
Salary	£20,000 pa, pro-rata
Location	Office based, Dunsfold Park, Cranleigh, GU6 8TB

Job Summary

- 1 Provide a professional front-of-house response to all telephone and personal enquiries from callers and visitors to the Estate Office and support general office administration
- 2 Assist the Head of Communications & Marketing with the design, build and implementation of digital campaigns across a variety of social media platforms, support the administration and coordination of Dunsfold Park stakeholder communications for the Masterplan and help with the development, delivery and growth of the Surrey Hills Challenge

Main Responsibilities / Duties

1. ***In relation to 1 above***
 - Answer and manage the telephone system
 - Accurately record calls and visits and relay messages in a timely manner
 - Ensure the reception area is well presented and tidy throughout the day
 - Open and distribute the post
 - Order couriers and taxis
 - Check in and out all activities on the airfield
 - Ensure the office is clean, well-organised and provides a safe working environment for employees and visitors
 - Manage and maintain the filing system
 - Liaise with suppliers, research the procurement of goods and services and arrange the provision of office materials, equipment and catering supplies
 - Manage meeting rooms and arrange catering for meetings and events as required
 - Support the virtual phone implementation system (Teams, Zoom)
 - Ensure appropriate cover is in place during absences from the reception area
 - Support the Project Management team with tasks when required
2. ***In relation to 2 above***
 - Create social media content and share it on social media platforms (Facebook, YouTube, Instagram, TikTok and LinkedIn Marketing) for Dunsfold Park and the Surrey Hills Challenge
 - Maintain and update the company and event websites
 - Monitor and distribute relevant information from key stakeholder websites and publications to senior management team

- Develop and maintain relationships with tenants, keeping abreast of their news for promotional purposes
- Distribute accurate and well-presented literature to Masterplan and event enquirers no more than two working days from the first enquiry
- Oversee and maintain the masterplan and event administration, filing and sales systems in an efficient, accurate and timely manner
- Partake in the stewarding, management and hosting of Masterplan consultations and the Surrey Hills Challenge

Relationships and Contacts

The role involves daily contact with other members of staff, professional consultants, tenants and their employees and visitors to the Estate Office

Qualifications & Professional Memberships

A Level / NVQ / BTEC (or equivalent) qualifications are essential
Full Driving Licence

Knowledge and Skills

Excellent communication skills, both written and verbal
Excellent organisational skills / Time management / Ability to prioritise and organise own workload / able to work to deadlines
Good working knowledge of social media (Facebook, Instagram, YouTube, TikTok)
Good working knowledge of Microsoft Office, Word, Excel and PowerPoint software

Experience

Knowledge of digital marketing and events would be an asset but not essential

Special Requirements

Working within the Estate Office team each individual should respect the confidentiality of information acquired as a result of professional and business relationships and should not disclose any such information to other employees or third parties without proper and specific authority unless there is a legal or professional right or duty to disclose. The team are required to act with integrity, objectivity, professional competence and due care, confidentiality and professionalism.

Occasional overtime and very occasional weekend working may be required and a degree of flexibility in this respect is required

Willingness to drive company vehicles should the need arise

Willingness to undertake any identified training requirements to perform your role

Job Dimensions

The Estate has over 100 tenant companies on site and there are approximately 1,000 employees across those companies. The role involves communicating with the tenants, their employees and their visitors, work colleagues, professional consultants and the general public.

All staff are expected to:

- Help maintain a safe working environment by
- Attending training in Health & Safety and First Aid requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the Company's Health & Safety Policy.
- Undertake such other duties within the scope of the post as may be requested.