

Receptionist/Administrator – Job Description

Tattersall Bailey is looking for a well-organised, proactive and hardworking receptionist/administrator to join its team.

This is a client-facing role so candidates should be personable as well as self-reliant, as there may be times they will be lone-working when other colleagues are working remotely. They must have a good eye for detail and an ability to prioritise their workload. It is a hands-on and supportive role designed to maintain a pleasant office environment and ensure the smooth running of the firm.

Job title	Receptionist/Administrator
Location	Carlisle
Employment type	Part-time (ideally Tuesday to Thursday, but let us know what you can do)
Company Overview	Tattersall Bailey is a modern, cloud-based accountancy practice with offices in Cockermouth and Carlisle. We are passionate about delivering excellent accounting and tax solutions to our rapidly expanding client base.
Reports to	Practice manager and partners
Benefits	25 days holiday plus bank holidays (26 after 5 years) Birthdays off (in addition to holiday allowance) Smart/casual dress code Bonus for new client introductions Friendly team/staff socials
Primary responsibilities	Have the office open and ready to welcome clients from 9am Greet and welcome clients and contractors with a positive and professional attitude, take payments when required Liaise with the practice manager and senior administrator in supervising office facilities, identifying and problem-solving any areas of concern Answer, screen and redirect calls Manage and organise stored records Accurately manage incoming and outbound correspondence Follow office procedures with exacting attention to detail Sort, accurately scan, and file documents relating to client tax and accounts jobs

	<p>Conduct weekly stock checks of office, kitchen and cleaning supplies and re-order items when needed</p> <p>Manage petty cash and make small, day-to-day purchases</p> <p>Maintain tidiness of the overall office, with particular attention to client-facing areas</p> <p>Schedule appointments and manage calendars</p> <p>Assist with administrative tasks such as scanning, filing, data entry and shredding</p> <p>Assist the accounts manager with filing and posting invoices, and debtor chasing</p> <p>Perform other administrative duties and run errands as needed</p>
Essential skills and experience	<p>Excellent attention to detail</p> <p>Proven experience in a receptionist and/or administrative role</p> <p>Solid written and verbal communication skills</p> <p>IT literacy, especially Office 365</p> <p>Organisation, excellent time-management and multitasking</p> <p>Enjoyment of repetitive tasks and satisfaction in creating and maintaining systems</p> <p>Core GCSE's or equivalent</p> <p>Team player</p> <p>Self-reliant; ability to work on own</p>
Desirable skills and experience	<p>Relevant qualification</p> <p>Facilities management</p> <p>Hands-on experience with office equipment (e.g. printer and franking machine)</p>
Contact details	<p>Please contact Susi Seward, practice manager, for more information or to submit a CV and cover letter.</p> <p>Susi.seward@tbc.uk.com</p> <p>01900 826111</p> <p>Applications will be reviewed on a rolling basis until the position is filled.</p>