

Job Title: Receptionist
Regulatory Status: N/A
Direct Reports: N
Hours of work: Monday to Friday 9am to 5pm, 35 hours per week
Location: London
Holiday entitlement: 25 days annual leave plus public holidays
Other entitlements: See benefits list

Introduction

Marlborough Fund Managers Limited was formed in 1986. The wider Marlborough Group consists of a number of businesses which provide products and services in the Financial Services arena. The Group continues to see strong positive organic growth and will look to continue to expand through further acquisitions where this is viable. The Marlborough Group has in excess of £10 Billion Assets under Administration in a mixture of unit trusts, open ended investment companies (OEICs) and discretionary management portfolios.

Role Purpose

- Provide exceptional levels of support as the first point of contact for the Company
- Maintain and manage the front reception desk effectively
- Answer queries correctly first time, and follow up on queries where necessary
- Manage and minimise risk, including reputational risk
- Ensure adherence to client service level agreements
- Manage the Meard Street Premises
- Assist the Equity team in document management
- Arrange Mifid II compliant meetings for the Equity team both in the UK and Asia

Key Responsibilities

Reception

- Welcome visitors by greeting them, in person, and making them feel welcome (including providing refreshments)
- Prepare refreshments and set up the meeting rooms appropriately
- Maintain security by following procedures, monitoring visitor book and boardroom diary, and issuing visitor passes.
- Maintain safe and clean reception area ensuring that this area always portrays the professional image of the company
- Monitor supplies, place orders and receive incoming deliveries of stationery, refreshment supplies, facility supplies and equipment and sign for postal items – liaise with the appropriate members of staff for the delivery of the items and ensure they reach their desired destination
- General office duties; scanning, filing, typing, faxing, e-mail
- Attending relevant training courses as and when required
- Maintain high levels of personal development
- Carrying out other appropriate duties as requested, this description is not exhaustive

Premises Management

- Liaise with any trades people necessary for the ongoing maintenance of the Meard Street Premises
- Liaise with Air IT and the Bolton IT department to maintain functionality of all IT at Meard Street
- Liaise with the cleaner, forward invoices to Bolton and arrange replacement when necessary
- Liaise with Westminster Council when necessary
- Liaise with utility and photocopier companies on meter readings etc.
- Liaise with gardener
- Liaise with the providers of the Security and Fire alarms
- Maintain the keys to Meard Street, keeping them in order and issuing them to appropriate people, and recording their whereabouts
- Ensure that we maintain good relations with our neighbours, whilst ensuring that our doorway is kept clear and clean

Assisting the Equity team

- Help arrange company meetings and overseas visit schedules
- Maintain the corporate access register
- Other corporate access responsibilities e.g. inputting business card details to the central Equity Research address book

- Ensure Research invoices are requested from counterparties and sent to Bolton appropriately
- Maintain the Equity research archive
- Input trade details to TCA sheets

PA Support to the Director of Strategy & Business Development

- Typing of board documents to a high standard using Word, PowerPoint and Excel
- Proactive advance monitoring of Director's diary, reminding of diary commitments and taking responsibility for ensuring that the Director has all supporting paperwork and necessary information for each meeting or appointment
- Booking hotels, flights and rail travel for staff both UK and overseas, arranging visas where necessary
- Any other administrative support as required

Key Performance Areas

- Monthly Key Performance Indicators (KPIs)
- Client, colleague or visitor feedback.

Skills Required

Excellent communication and interpersonal skills

Ability to prioritise work loads

Ability to problem solve

Accurate data inputting skills

PC literacy and internet skills

Good working knowledge of Microsoft package

Good numeric skills

Professional telephone manner

Qualifications

5 GCSE's Grade A-C (must include Mathematics and English) - essential

Experience

Previous experience in a similar role is preferred.

Personal Qualities

Friendly and approachable

Polished and professional person

Attention to detail

Ability to function as part of a team

Positive, can do / will do, attitude

Efficient

Self-motivated

Confident manner both written and verbally

Ability to work under pressure to close deadlines

Ability to be flexible and learn quickly

Ability to make a positive contribution to both the team and the Company

In agreeing to this job description, the incumbent accepts the description of reporting lines, status, role, responsibilities and associated accountabilities. As these details may change throughout the year minor adjustments do not require a new job description to be completed.

Job descriptions should be reviewed annually as part of the PDR process and any updates should be agreed with HR. Material regulatory changes to the above outlined role must be agreed and an updated version of this document should be sent to HR for filing.

Please take time to look at the link below for further details regarding Marlborough Fund Managers Limited.

www.marlboroughfunds.com

Benefits

- Competitive salary with annual salary reviews
- 8% non-contributory pension
- Annual discretionary bonus scheme
- AXA Private Healthcare Scheme
- Death in Service at 5 x annual salary

- 35 hour working week
- Training for IOC and other relevant qualifications
- Exam completion bonus £500 (IOC)
- Study leave
- Cycle 2 work scheme
- Eye test reimbursement
- Additional 1.5 days discretionary Christmas leave
- Christmas party and paid for social events during the year
- 13 weeks fully paid maternity leave
- 2 weeks fully paid paternity leave
- Perkbox membership - access to more than a hundred rewards, ranging from free food in major UK restaurants, to movie tickets, to phone insurance and more.

We also offer the usual standard benefits such as discretionary sick pay, statutory maternity leave, bereavement leave and flexible working arrangements where practical.