



Position Description

Position	Receptionist	Reports to	Practice Manager
Location	Melbourne	Issue date	July 2021

Who are we?

NH Architecture is a leading Australian design studio founded on the principles of collaboration & open debate, where architects and designers are united by a commitment to creating outstanding contemporary architecture. Our collective expertise in architecture, urban design, master planning, interior design and graphic design enables us to deliver complex and high-profile projects through from conception to delivery.

Position Overview

As a member of NH Architecture's (NH) Administration team, the Receptionist is responsible for running all aspects of front of house on a day-to-day basis. You will be responsible for providing outstanding, effective customer service and administrative support to internal and external stakeholders, including clients, and the wider NH studio.

This role contributes both internally and externally to the reputation and brand of NH.

You will be friendly, professional and courteous. As this is a front of house role you will need to be adaptable and work well under pressure. You are an expert problem solver, particularly with meeting room software. You will also have excellent communication and organisational skills.

The role is based in our Flinders Lane studio, with core hours being 8.30am – 5.30pm with an hour for lunch. We pride ourselves on our excellent studio culture, with weekly morning teas and social events. Salary will be commensurate with experience.

Apply by submitting your CV and a cover letter to recruitment@nharch.net by Friday 6th August 2021. Interviews will be held 11th and 12th of August.

Key Result Areas

Reception & Front of House

- Ensuring that every phone call is handled in a courteous and professional manner and taking responsibility for directing inquiries accordingly
 - Meeting and greeting all visitors in a warm and friendly manner and ensuring they are appropriately attended to
 - Coordinating bookings of meeting rooms including setting up, clearing and tidy up in a timely manner
 - Setting up meeting software for each meeting before the meeting start e.g. Microsoft Teams
 - Troubleshooting meeting room software
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- Using initiative and making frequent and continuing use of independent judgment in obtaining and giving information to both staff and clients
- Establishing and maintain cooperative relationships with visitors and other employees
- Ensuring records are kept properly so that they can be easily retrieved for review when needed by relevant personnel, this includes the maintenance of the reception master spreadsheet and manual
- Distributing security cards to new staff and guests, and maintaining the register
- Ensuring each guest signs in and out of reception each visit
- Initiating improvements to the running of reception and implementing these accordingly
- Liaising with internal staff regarding upcoming events and providing front of house support where required (greeting clients, ordering catering, etc)
- Managing the info@nharch inbox

Maintaining studio cleanliness and appearance

- Monitoring studio cleanliness and organisation and contributing to the maintenance of cleanliness throughout the day
- Maintaining a neat and tidy reception area including all meeting rooms

Administration support & general office duties

- Liaising with our building Facilities Manager to coordinate maintenance requirements
- Organising coffee and catering for meetings
- Organising and completing mail runs
- Ensuring the efficient processing of incoming and outgoing mails (including packages) and arranging couriers when required
- Auditing and maintaining the safety equipment that is used by staff for site visits
- Organising catering for internal and external events
- Assisting with maintaining stock of manuals and notepads
- Maintaining a neat and tidy reception area
- Actively seeking out information regarding current work in the business to anticipate referral to the appropriate staff member
- Preparing office purchase orders
- Monitoring and ordering office and canteen supplies
- Filing and archiving drawings and documentation when requested
- Providing documentation production support to the wider NH studio (including typing, binding and formatting) in a timely manner
- Assisting with ad hoc project specific tasks where required

Personal Requirements

- Qualifications**
- Completion of Year 12 VCE or equivalent minimum.
 - Tertiary qualification is desirable but not required.

- Experience**
- 2+ years relevant administrative experience in a fast paced, large organisation. Design firm experience advantageous

Technical Skills	<ul style="list-style-type: none">- Advanced proficiency operating a switchboard and using conferencing/meeting technologies, particularly Microsoft Teams- Advanced proficiency with the Microsoft Office suite of programs including Word, Excel, PowerPoint and Outlook.- Experience using Adobe InDesign advantageous but not essential
Communication Skills	<ul style="list-style-type: none">- Professional and articulate verbal communication skills.- Ability to communicate effectively with internal and external parties, including clients and consultants.
Personal Attributes	<ul style="list-style-type: none">- Has attention to detail and is a 'Completer/Finisher'.- Ability to complete tasks to a high standard in a timely manner- Perform effectively under continuing pressure and with frequent interruptions- Understand and follow written and oral directions- Ensure compliance with all company policies, procedures and guidelines- Professional, articulate and upholds NH's standards.- Results-oriented with a commitment to delivering excellent service and to achieving agreed goals.- Organised and able to prioritise.- Able to work collaboratively, take direction and follow through.- Takes a broad interest in the success of NH.- Flexible, adaptable and resilient.
