JOHNSONS
NURSERIES

Job Description

Title: Reception and Office Administrator

Reports to: Office Manager

Responsible for: No direct reports

Job Purpose: Provide administrative support across various departments, including Reception, Sales, Operations, Accounts, HR, Production and Procurement, ensuring smooth office operations.

Key Responsibilities and Accountabilities:

1. Reception duties
2. Administration – Sales, Operations, General
3. Health and Safety
4. General

1. Reception duties

- Provide a front-of-house service, greeting visitors and reminding them to check in.
- Answer and manage incoming calls efficiently, directing them to the appropriate person or department, taking messages, and ensuring timely follow-ups.
- Provide refreshments for visitors and internal meetings as needed.
- Coordinate and manage meeting room bookings, pool car reservations, and buffet/catering arrangements for meetings or events.
- Handle all incoming mail (excluding personalized correspondence), including opening, date-stamping, sorting, and distributing it promptly.
- Oversee all outgoing mail to ensure timely dispatch.
- Maintain a clean and organized reception area and meeting rooms.
- Monitor inbound website enquiries, log them appropriately, and forward to the relevant sales contact or department. Provide regular reports as needed.

- Support ad-hoc office management tasks, such as coordinating maintenance or liaising with external service providers when necessary.

2. General Administration

Sales

- Assist with Sales Estimating tasks, including preparing plant tenders, sourcing prices from suppliers, and maintaining accurate estimation records.

- Provide sales administrative support for the sales department as required.

Operations

- Process sales orders, purchase orders, and other related administrative tasks efficiently and accurately.

- Communicate with customers and suppliers as needed, ensuring timely responses and professional interactions.

- Provide administrative support to the Operations department, assisting with documentation, data entry, and other tasks as required.

General office support

- Carry out general administration tasks within the company, assisting in other departments where necessary, including Reception, Sales, Operations, Accounts, HR, Production, and Procurement.

3. Health and Safety

- Ensure that you remain compliant with health and safety regulations and accepted safe practice at all times. Report any health and safety issues or contraventions witnessed anywhere within the business to your Manager or in their absence a Director.

4. General

- Contribute to continuous improvement of processes within the company.

- Participate in other duties as and when required.

- Comply with all policies and procedures within the company.

- Carry out your job in line with our Equality, Diversity, and Inclusion Policy.

- Work with all employees within the company in the fulfillment of our aims.

-ENDS-

This job description is a general guide to the duties you will be expected to carry out. Flexibility is required to ensure that the needs of the business are met.