



TRINITY HOUSE

ROLE PROFILE

Reception and Facilities Co-ordinator

JOB PURPOSE

To ensure the smooth and professional operation of the Harwich office by coordinating daily activities, including reception services, building maintenance, health and safety compliance, and administrative support. The role also serves as the first point of contact for visitors and external parties, projecting a positive and welcoming image of Trinity House while supporting key operational, environmental, and corporate initiatives

KEY RESPONSIBILITIES	Office Facilities Management &	<ul style="list-style-type: none">▪ Coordinate office operations to ensure a smooth-running, safe, and professional environment.▪ Act as the primary contact for visitors, building maintenance, office supplies, and third-party contractors upon entry to Harwich office.▪ Oversee cleaning services, office equipment servicing, and workplace tidiness.▪ Support site-based health and safety requirements including induction processes, first aid and fire marshal coordination, and maintaining records in collaboration with the HSE Team.▪ Support environmental initiatives such as waste segregation, recycling, and energy efficiency.
	Reception, Visitor Management & Security	<ul style="list-style-type: none">▪ Create a welcoming and positive impression of Trinity House for all telephone callers and visitors, ensuring everyone feels valued and respected.▪ Receive, welcome, book in, and direct visitors appropriately.▪ Maintain an efficient and tidy reception and meeting room area.▪ Manage the telephone switchboard and ensure messages are recorded and relayed accurately.▪ Support emergency evacuation procedures, ensuring visitor registers and T Cards are up to date and accounted for.▪ Oversee the security and access control systems during office hours, including access cards and visitor badges.

	Administration	<ul style="list-style-type: none"> ▪ Act as a key administrative point of contact for the Harwich office, coordinating local activities such as meeting room bookings, refreshments, hospitality, and site access. ▪ Support diary coordination and event planning for local leadership, if required. ▪ Undertake procurement and finance administration such as ordering supplies, raising purchase orders, and processing invoices. ▪ Manage the receipt and dispatch of post and small parcels. ▪ Production of T Cards and management of T Cards. ▪ Maintain office records and update internal systems in line with data management and GDPR requirements.
	General	<ul style="list-style-type: none"> ▪ Provide occasional administrative support to other departments (e.g., Procurement, Engineering, or HR) as directed. ▪ Support wider corporate initiatives such as wellbeing, sustainability, and inclusion by assisting with internal events. ▪ Undertake any other relevant tasks in line with the scope of the role and the needs of Trinity House.
ENTRY REQUIREMENTS	Qualifications	<ul style="list-style-type: none"> ▪ Level 3 Business Administration or Facilities qualification (or working towards) is desirable
	Experience and skills	<ul style="list-style-type: none"> ▪ Proven administrative or office management experience in multi-functional role. ▪ Strong organisational and problem-solving skills. ▪ Excellent communication skills and customer focus. ▪ Good ICT skills, including Microsoft Office products. ▪ Positive, flexible and proactive approach.
	Professional Competencies (Business Administration)	<ul style="list-style-type: none"> ▪ IT ▪ Record and document production ▪ Decision-making ▪ Interpersonal Skills ▪ Communications ▪ Quality ▪ Planning and organisation ▪ Project management