

# Administrator / Receptionist

City of London

Salary £18k to £20k per annum depending on experience

Plus an allowance of £2,429 per annum

Pension contribution of 7.5% (up to £1,500 per annum)

Paid travel ticket after one year's service, worth up to £3,663 per annum

We have a vacancy for an Administrator with reception skills and experience to join our Customer Support Centre. You will be greeting visitors and callers to the Institute and undertake a range of administrative duties. These will include providing excellent customer service to customers who contact us with queries, requests or orders, dealing with these promptly, accurately and within agreed timescales.

You must be a self-starter with excellent communication and interpersonal skills as you will be communicating at all levels, speaking with clients over the phone and in person, and working with colleagues.

You will be:

- Meeting and greeting visitors to the Institute.
- Answering the Institute's switchboard and transferring calls.
- Ordering and setting out refreshments for meetings and lunches, setting up meeting rooms and providing refreshments for visitors.
- Booking couriers and taxis, and processing invoices.
- Undertaking administration tasks for Customer Service Centre.
- Assisting with requests for the facilities team, which could include processing incoming and outgoing mail

You will ideally have:

- Previous reception and administration experience
- Good IT computer skills – Word and Excel
- Excellent planning and organising skills
- Excellent attention to detail and accuracy in your work
- The ability to demonstrate a willingness to learn, enthusiasm and be a team player

This role is the 'face' of CISI for our many visitors and therefore the successful person should be professional in their appearance.

Hours of work are 8.30 a.m. to 5.30 p.m. Monday to Friday (with one hour unpaid each day for lunch).

Full referencing including credit check will be required for the successful candidate and we would be interested in candidates who are available for an immediate start.

## **We offer a competitive remuneration package, which includes:**

- 7½% company contribution into a personal pension, in addition to your own contribution of 1½% via salary exchange
- Life insurance and income protection insurance
- A sports club subsidy
- 26 days' leave per annum (which includes three days at Christmas)
- After one year's service, private medical insurance cover, annual travel insurance cover and a paid annual travel ticket, which is worth between £1,350pa and £3,663pa depending on where you live and the cost of your ticket

**Please send your CV to Karen Dalton, Assistant Director, HR at [Recruitment@cisi.org](mailto:Recruitment@cisi.org)**

For more information on the CISI, please see our website at [www.cisi.org](http://www.cisi.org)

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