

Receptionist / Administrator

Branch:	Bristol, UK
Work location:	Office
Reports to:	HR Generalist

Our Values

In everything we do at Inside Travel Group, we strive to deliver a Quality and Friendly service with Integrity, Determination and Passion using our collective Knowledge. This is at the heart of the organisation, and the company looks for every individual to demonstrate this daily. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organisations.

Our Culture

You'll be part of a fun, friendly team of employees, all of whom share a passion for our destinations, a belief in our brands and a strong collective sense of values and purpose. Our work culture is supportive, creative and dedicated, and it's at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it'll be important that you play your part.

Job Purpose

To provide high quality, accurate and efficient administration and operational assistance within the People and Organisational Development (POD) team. As the first point of contact in the office, you'll also be the person that greets everyone who comes through our door, including staff, customers, suppliers, and contractors.

The Role

As a key member of the POD team, you will use your organisational skills to keep the office running smoothly and support POD and the wider UK team. You will build good relationships with the whole team and outside contractors and visitors. You will be confident to both use your initiative and work independently as well as working collaboratively on team projects. You will keep the office running smoothly, ordering supplies, and managing postal services. As you will be the central point of contact for everyone in the office, this is a fully in-office role.

Who you will be working with

- UK HR Generalist
- Global POD team
- UK management team
- Whole UK team
- External suppliers and contractors

Level of budgetary responsibility

You will have no budgetary responsibility.

What you will be doing

Reception

- Managing reception services and providing a welcoming experience for visitors (clients, suppliers and contractors)

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- Organising catering and refreshments for meetings
 - Managing post and courier services
 - Occasional hotel bookings and staff travel arrangements
 - Managing supplies of office consumables
 - Keeping the reception and kitchen areas tidy, organising recycling and liaising with cleaners

POD and general office administration

- Managing and controlling jobs@ and HR@ inboxes
- Administrative tasks for the POD team
- Creating SharePoint pages
- Assisting with monthly office invoice reconciliation
- Note taking and publishing minutes from the weekly UK team meeting

Office and facilities

- Performing daily and weekly office checks
- Managing daily register for health and safety purposes
- Fire Warden responsibilities (training provided)
- Dealing with ad-hoc and regular facilities/maintenance tasks
- Liaising with building management and contractors

Outputs & Deliverables

- Daily office and visitor sign-in records
- Daily and weekly office checks
- Environmental reports (electricity, water and paper usage)
- Office consumables tracking
- Weekly meeting minutes and Bristol office SharePoint pages
- Monthly invoice report

Outcomes & KPIs

You will work with your line manager to create clear and objective metrics to evaluate your performance

What we are looking for from you

- Previous reception and administration experience
- Excellent organisational skills, including ability to manage time and own workload effectively
- High level of accuracy and attention to detail
- Well-developed communication skills in emails, in person and on the phone
- Proven ability to handle confidential information in a sensitive manner
- Solid IT skills and knowledge of Microsoft Office, including Teams, Excel, MS forms, SharePoint
- Self-motivated, able to work flexibly and to build relationships across departments
- Problem-solving skills and the ability to anticipate issues
- Commitment to the company's values

Beneficial skills and experience

- Ingenuity and good problem-solving skills
- Professional, confidential and friendly manner
- Proactive approach and a desire for continuous improvement
- Calm under pressure
- Passion for travel

Pay and Conditions

Candidates will need to have the unrestricted right to work permanently in the relevant branch country. For this position, we are unfortunately unable to sponsor visas. This role is an office-based role.

UK

Base Salary	From £24,651 (L6) to £26,937 (L9) per year
Hours	37.5 hours per week
Holiday	25 days annual leave, rising by one day each year to a maximum of 28 days, plus statutory holidays, plus an extra day's leave for your birthday
Health	Employee Assistance Program; Enhanced parental leave
Pension	3% employer pension contribution
Bonus	Annual discretionary bonus (OTE one month salary) related to company and individual performance
Benefits	<ul style="list-style-type: none"> • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Designated learning and development time

About Inside Travel Group

Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with other sales branches located in Broomfield, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, and InsideAsia Tours, established in 2012 and specialising in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover. Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.