



Job Title	Arete Site Ambassador (Administrator and Receptionist)
Job Level	5
Location	Arete, Cumbernauld
Business Unit	Group Packaging & Supply Chain
Function	Packaging - Arete
Leader	General Manager, Arete
People Leadership	N/A

Role Purpose

Responsible for the end to end visitor experience, and acting as the first point of contact for our Arete luxury production site. Providing support to the internal team and liaising with external stakeholders and visitors to create a welcoming environment, whilst proactively promoting a culture of excellence.

Responsibilities

- To own site standards across the Arete site, ensuring the environment reflects the premium nature of the products produced. Leading audits and action plans to address any gaps or highlighted issues in line with the standards set by the General Manager.
- Coordination of site training system and use of other relevant systems including company ERP and document management software.
- Responsible for the coordination and planning of all visits including ensuring necessary PPE requirements and site standards checks are met, appropriate rooms and facilities are available, and that any required tours, catering or other requirements are arranged as needed.
- Assist with the organisation of various sizes of events as required, ensuring adherence to Health and Safety regulations and working within the relevant budgets.
- Provide an efficient, courteous and professional service to all visitors, managing the reception area, ensuring a high quality visitor experience, and keeping an accurate log of all visitors on site.
- Manage all mailroom requirements, ensuring post is processed and distributed in a timely and accurate manner.
- Develop relationships with the brand teams and other sites to improve communication across the business
- Support the General Manager and Site Leadership team with key administration activities, including calendar management, travel arrangements, expenses and ordering of all site stationery/consumables, ensuring a timely and professional delivery and maintaining confidentiality at all times.

Values



BE PROUD
We are proud of our brands, our heritage, and our commitment to superior quality in our products



BE RESPONSIBLE
We expect every individual and their teams to be accountable and to perform to their full potential



BE SUSTAINABLE
We wish to make a positive contribution to our communities and to our environment



BE PROFESSIONAL
We value integrity, transparency, professionalism and constructive debate within a team working culture



BE ENTREPRENEURIAL
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



THINK LONG TERM
We are proud of our brands, our heritage, and our commitment to superior quality in our products



Core Competencies:

<p>Deciding & Initiating Action</p> <ul style="list-style-type: none"> • Makes prompt, clear decisions which may involve tough choices or considered risks • Takes responsibility for actions, projects and people • Takes initiative and acts with confidence • Initiates and generates activity 	<p>Leading & Supervising</p> <ul style="list-style-type: none"> • Provides others with a clear direction • Sets appropriate standards of behaviour • Delegates work appropriately and fairly • Motivates and empowers others • Provides staff with development opportunities and coaching
<p>Persuading & Influencing</p> <ul style="list-style-type: none"> • Makes a strong personal impression on others • Gains clear agreement and commitment from others by persuading, convincing and negotiating • Promotes ideas on behalf of self or others • Makes effective use of political processes to influence and persuade others 	<p>Delivering Results & Meeting Customer Expectations</p> <ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals.
<p>Planning & Organising</p> <ul style="list-style-type: none"> • Sets clearly defined objectives • Plans activities and projects well in advance and takes account of possible changing circumstances • Identifies and organises resources needed to accomplish tasks • Manages time effectively • Monitors performance against deadlines and milestones 	<p>Coping with Pressures & Setbacks</p> <ul style="list-style-type: none"> • Works productively in a pressurised environment • Keeps emotions under control during difficult situations • Balances the demands of a work life and a personal life. • Maintains a positive outlook at work. • Handles criticism well and learns from it.

Skills and Qualifications:

Essential:

- Strong interpersonal skills, highly organised, good attention to detail, an effective team worker and strong communicator and influencer, who applies high standards to everything they do.
- Previous experience within administrative and/or receptionist role
- Advanced Word, PowerPoint, Excel and Outlook Skills
- Can demonstrate understanding and has enthusiasm for luxury brands

Desirable

- Degree/HNC
- Institute of Brewing and Distilling qualification
- Understanding of the luxury goods market
- Understanding of production environments
- Events planning experience is highly desirable

Created by:	Paul Marsella
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