

We are a global design leader ranked within the UK Top 10 and within the Global Top 100 of architectural practices. With our Head Office in London, we have studios across the UK and internationally in New York, Singapore and Amsterdam.

Our people are the foundation of our culture: tightly knit and incredibly welcoming. We nurture our staff and encourage their creative and entrepreneurial spirit. We set high standards for ourselves and our teams work collaboratively to achieve the best, and have the determination and drive to do things better. We like to push ourselves, creatively, in business and as a team. We listen and explore every angle with our clients so that we make the creative journey an enjoyable one for all.

STUDIO ASSISTANT

Your role

- Reporting to the Studio Co-ordinator, you will be responsible for ensuring an efficient and effective front of house service to both visitors and staff, ensuring the smooth running of the studio.
- You will take calls for all studios and provide cover for the Guildford front desk when needed.
- You will provide ad-hoc administrative assistance to the Guildford Directors and all associated team members, along with the Studio Support team, sharing work as necessary, to provide seamless support to the business.

What you will do

- Welcoming guests and staff. Ensure signing in book used by visitors, and separate sign in sheet for contractors.
- Managing incoming and outgoing post/ receiving deliveries.
- Provide refreshments for any studio meetings (including ordering lunch where required).
- Update our CRM (Spider) with contacts as required.
- Ordering couriers as required.
- Assisting on the company wide switchboard, answering external calls for the business.
- Printing and binding documents for Directors and team as required.
- Filing and keeping the appointment documents cupboard organised.
- Daily communication of office coffee and food van arrival.
- Monitor consumables for the Guildford studio and informing the studio-coordinator when stocks are low.
- Covering any holiday for the studio support team when needed.
- Any other duties that may be required to support the studio support team across the business.
- Monitor the enquiries inbox and forward emails to relevant staff members where appropriate.
- Ad hoc typing and filing.

Drive for Results

Work hard to deliver objectives; respond to instructions; meet deadlines; act on feedback.

Client Focus

See the client's needs as a priority; identify how work in your own area helps to meet client expectations.

Concern for Quality

Show concern for quality and order; keen to deliver work as instructed; apply knowledge of the correct way of doing things.

Teamwork

Participate willingly in the team; doing own fair share of work; act in accordance with the team's objectives and goals; support others to deliver.

Interpersonal effectiveness

Take time to listen; understand either the content or emotion of the message; draw basic conclusions about an individual's state from visual and verbal clues; makes formal and informal contacts at work.

Agility and adaptability

Are aware of general need to change and adapt; listen to ideas; attempts to understand innovations as they appear.

Your skills

- Excellent communication skills
- Excellent customer service skills
- Highly organised and efficient with attention to detail.
- Able to maintain confidentiality.
- 'Can-do' attitude and willingness to help others

Your qualifications and experience.

- Good working knowledge of Word, Excel, Outlook and PowerPoint.
- Previous office experience preferable.
- Good typing speed desirable