



Reception & Facilities Assistant

Asia House is an independent think tank and advisory service. We work with companies and governments in Asia, the Middle East and Europe, facilitating high-level dialogue, providing business and market intelligence, and driving commercial outcomes.

Situated in a Georgian townhouse in central London, Asia House's also runs a thriving Venue Hire business. The Grade II listed building, which includes three grand Fine Rooms, Library, and a museum-standard gallery, is made available to clients for functions ranging from conferences to receptions.

Role description

Asia House is looking for a motivated and experienced Reception & Facilities Assistant. This is a public-facing role, meeting and greeting people in a professional and friendly manner. You will be interacting with high-profile guests, and need to be well organised, self-motivated and confident individual. This role will also support the maintenance and facilities of the building, ensuring rooms are set and turned around for upcoming events, and flagging any issues you see around the venue. The Reception and Facilities Assistant needs to be prepared to work flexible hours as the role will include morning, evening and weekend work as required.

Key responsibilities

- Welcoming people in a professional and friendly manner; ensuring highest level of care at all times
- Handle incoming calls, emails, and enquiries professionally and promptly, redirecting them to the appropriate departments or individuals; Serve as key point of contact for internal and external inquiries related to facilities and reception.
- Ensure reception and all public areas are well maintained and kept presentable at all times;
- Work with the Events team to ensure smooth running of events, including set up/take down of event spaces as required;
- Dealing with credit card/other payments; liaising with the Finance team on incoming payments;
- Maintaining a strong focus on security and safety, including monitoring access to the building and reporting any issues;
- General support to the Events team and other administrative duties as required.

Skills & Experience

- Previous front of house experience essential
- Experience supporting busy teams with varied work objectives
- Excellent customer service
- Excellent interpersonal and communication skills, with a friendly and professional demeanour
- Ability to handle a fast-paced environment and work under pressure
- A self-starter and team player



Location: Asia House, 63 New Cavendish Street, London, W1G 7LP

Salary Band: Competitive, commensurate with experience

Probation period: Six months

How to apply: Please send your CV and cover letter to recruitment@asiahouse.co.uk

Closing date: 7th April 2024