

Job Description

Job title	Office Executive	Date May 2026
Reports to (title)	Facilities Manager	
Contract/Department	JTI FM 3227	Revision 2
Location	JTI Head Office	

Job purpose

Describe the overall purpose of the job in two or three sentences.

Office Executives play a critical role in ensuring the smooth, efficient, and professional operation of the office environment. Acting as a central point of contact for clients, visitors, and internal teams, they support day-to-day administrative, operational, and organisational functions while delivering a high standard of customer service and maintaining a safe and compliant workplace.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Front of House & Visitor Management

- Provide a professional and welcoming front-of-house service to all visitors, clients, and stakeholders.
- Maintain vigilance at the reception area by actively monitoring the front entrance for arrivals.
- Greet visitors promptly, ensuring a positive first impression at all times.
- Register visitors in the appropriate system and manage check-in and check-out processes.
- Ensure all visitors and contractors complete required site inductions before access is granted.
- Maintain a clean, organised, and clutter-free reception area that reflects a professional environment.

Security & Access Control

- Create and issue access cards for new starters in a timely manner.
- Deactivate access cards for leavers to maintain security compliance.
- Manage visitor and contractor passes, ensuring proper authorisation and usage.
- Conduct monthly audits of the access control system to ensure accuracy and compliance.
- Perform daily CCTV checks to monitor security and report any irregularities.
- Maintain key management systems including key safes and logs.
- Monitor and ensure all Security Industry Authority (SIA) licences are valid, conducting monthly checks.

Communications & Customer Service

- Act as a key communication point, managing incoming calls, emails, and Microsoft Teams messages.
- Respond promptly and professionally to all communications, ensuring queries are addressed or escalated appropriately.
- Share relevant information with team members to maintain effective internal communication.
- Provide excellent customer service to both internal and external stakeholders.

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Scheduling & Meeting Room Management

- Manage shared calendars, ensuring accurate scheduling of meetings, subcontractor works, deliveries, and events.
- Coordinate meeting room bookings, ensuring adequate time is allocated for setup and turnaround.
- Prepare meeting rooms to required specifications, including equipment and materials such as flip charts, stationery, refreshments, and audio-visual setup.
- Ensure meeting spaces are maintained to a high standard before and after use.

Administrative Support

- Raise and manage purchase orders, including amendments where necessary.
- Handle invoice queries in collaboration with finance teams and suppliers.
- Raise, monitor, and close reactive and planned preventative maintenance (PPM) work orders within required timeframes to maintain 100% compliance.
- Conduct monthly audits across service lines such as cleaning, waste management, and pest control.
- Upload and maintain compliance documentation in line with company and client requirements.
- Ensure all site files and records are kept accurate, up-to-date, and audit-ready.

Stock Control & Supplies Management

- Perform regular stock checks on office and kitchen supplies including milk, tea, coffee, fruit, stationery, cleaning consumables, and hygiene products.
- Liaise with cleaning teams and suppliers to ensure adequate stock levels are maintained.
- Place and manage orders in line with operational requirements and budgets.

Building Inspections & Facilities Support

- Conduct daily building inspections, including plant rooms and communal areas, identifying and reporting any issues.
- Communicate relevant updates or concerns to the security team and other stakeholders.
- Maintain a visible and proactive presence across the site to support client engagement.
- Carry out routine tasks such as daily cleaning and maintenance of coffee machines.

Policies & Compliance

- Maintain a thorough understanding of client and company policies and procedures, including:
 - Visitor management
 - Post handling
 - Clear desk policy
 - Workplace conduct (e.g., dogs in the office)

Ensure all daily activities are carried out in compliance with these policies.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

None

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Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

Training & Development

Complete all mandatory training requirements, including:

- Security Industry Authority (SIA) Licence
- Emergency First Aid at Work
- IOSH (Institution of Occupational Safety and Health)

Team Support & Cover

- Provide flexible support to cover team absences due to sickness or annual leave. In addition, the role will require on occasion to work outside normal working hours when required to ensure service continuity.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- Participate in ongoing in-house training across a variety of operational and compliance topics.
- Attend external training sessions where required.
- Collaborate closely with team members to ensure seamless operational coverage.
- Requirements & Skills
- Essential Skills & Experience
- Proven administrative or office support experience.
- Proficiency in Microsoft Office applications, including Excel, Word, Outlook, and Teams.
- Strong organisational and time management skills with the ability to prioritise tasks effectively.
- Excellent communication and interpersonal skills.
- High attention to detail and accuracy.
- Ability to work independently and as part of a team.
- Professional and proactive approach with a strong customer service mindset.
- Building internal and external Stakeholder Relationships

Interface with the below stakeholders daily.

Internal: Facilities team, security, cleaning staff, and wider business teams

External: Clients, visitors, contractors, and service providers

Line Manager <i>Signature</i>	
Print Name	

Job Description

Date	
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Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	