



Job Title	Receptionist & Office Assistant
Business Unit	All Business Units & Functions based in Singapore
Function/Region	Administrative
Location	Singapore
Leader	Senior Leader based in Singapore Office (TBC)
People Leadership	No
Job Level	5
Role Purpose	
Responsible for managing the Singapore office operations, providing reception services and administrative support to the Singapore office.	
Accountabilities	
<ul style="list-style-type: none">• Manage the reception area, including monitoring visitor access, overseeing meeting room bookings, handling mail delivery services, responding to incoming calls and forwarding them on to relevant colleagues.• Responsible for supplier management for the Singapore office, including sourcing of suppliers, contracts renewal, overseeing maintenance services, processing payment and ensure security clearance is in place for suppliers.• Proactively track office inventory, assist with ordering of employee business cards and managing office/building access cards.• Partner closely with the office building management to cascade relevant office building communication to employees and manage building tenant portal.• Manage, train and monitor the performance of office cleaners.• Responsible for maintaining a safe office environment by conducting periodic checks on first aid kits/fire extinguishers inventory and ensuring that the office environment is complying with Health and Safety measures.• To be part of the Singapore office Health and Safety Committee to support the implementation of Safe Management measures, provide weekly reports on staff entry and maintain required compliance documentation for government inspections.• Provide administrative support to the leadership team based in the Singapore office. This includes coordinating meeting schedules, processing expense claims, and organizing travel arrangements where required.• Support and coordinate Singapore office events, meetings, Townhalls, conferences as well as all employee engagement activities.	



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:

Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses

Following Instructions and Procedures

- Appropriately follows instructions from others without unnecessarily challenging authority
- Follows procedures and policies
- Keeps to schedules; arrives punctually for work and meetings
- Demonstrates commitment to the organization
- Complies with legal obligations and safety requirements of the role

Planning and Organising

- 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

Delivering Results & Meeting Customer Expectations

- 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

Adapting and Responding to Change

- Adapts to changing circumstances
- Accepts new ideas and change initiatives
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards cultural and religious differences.
- Deals with ambiguity, making positive use of the opportunities it presents.

Deciding and Initiating Action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence and works under own direction
- Initiates and generates activity

Skills and Qualifications:

Essential:

- Experience in senior level administration and managing office operations.
- Good interpersonal skills, with the ability to manage stakeholders at all levels.
- Comfortable using Microsoft Applications (Excel, Word, PowerPoint).
- Demonstrates understanding of how to handle confidential information appropriately.



Desirable:

- Strong organizational skills, with a high attention to details.
- Ability to work independently in a fast pace, cross functional environment.
- Collaborative mindset, with the ability to be a good team player.

Created by:

Bao Yi Koh

Date:

18 January 2022