



# UK REAL ESTATE

Experts in UK real estate investment and asset management



# APAM

# RECEPTIONIST, OFFICE & TEAM SUPPORT

**COMPANY:** APAM Ltd

**LOCATION:** London

**REPORTS TO:** Office & Events Manager

**TYPE OF VANCACY:** Permanent

**TIME/PART TIME:** Full Time

## WHY APAM?

APAM is a specialist in UK Real Estate Investment and Asset Management. We have a proven track record of maximising value in all phases of the investment cycle and provide solutions across real estate investment management, asset management, property, facilities management, corporate services and development management.

APAM's work with institutions, private clients, banks, debt funds, servicers, insolvency practitioners, retailers, , trustees and private equity partners gives us a unique and comprehensive market insight.

In a continually complex and changing market, the breadth and depth of our retained intellectual property enables us to provide informed forward-looking insight into real estate trends, strategies and opportunities throughout the UK.

## ABOUT THE TEAM

Our team of over 50 talented professionals uses its forensic knowledge of real estate, across the UK, to maximise value for our clients. We take pride in being an accountable business and being responsible for our decisions.

As part of the Catella Group, APAM provides clients with access to best-in-class advisers across 15 countries and works as a team to provide solutions across real estate asset, investment and property management, and financing, supported by our best-in-class corporate services platform.

## ABOUT THE ROLE

We are looking for a person with a passion for Client facing Meeting and Greeting, diary management, administration and operations skills to join our fast paced, dynamic and friendly team.

Whilst you will be required to work independently with ownership for a number of varied duties, you will play an important role in our integrated team, where Property Management, Asset Management, Investment Management, Portfolio Management, Directors and Ops Management all work closely together.

This is a great opportunity for an individual to join a fast growing environment.



# APAM

## KEY RESPONSIBILITIES:

This is a 100% office based role. To primarily provide and take ownership of Reception duties with generalist support in all areas to the Office & Team. Using forward thinking, energy and proactivity. The role is administrative and requires the job holder to adapt to deal with a variety of tasks including technical set up skills. Specific responsibilities include but are not limited to.

### Receptionist:

- Oversight and Preparation of Meeting Rooms – open daily & sometimes close, checking cleanliness & tidiness and set up in advance of each meeting.
- Responsible for co-ordinating the meeting room calendars - be the 'Go To' for Meeting Room availability for the Team.
- 'Meet and Greet' all arrivals – offer refreshments and co-ordinate staff attendees.
- Responsible for IT set up of meetings and assisting team members with this.
- Monitoring the Meeting Room IT equipment and ensuring it does not disappear after meetings have taken place.
- Maintain & stock Tea & Coffee point in Reception.
- Responsible for receiving and distributing Deliveries & co-ordinating Couriers.
- Co-ordinate your daily breaks around the Meeting Room diary and the Operations Management Team Assistant.
- Co-ordinate your holidays with the Operations Management Team Assistant.
- Being APAM's switchboard 'back up' – deal with all enquiries by phone:
  - screen and direct calls take and relay full clear messages
  - provide information to callers
  - deal with urgent issues immediately.

### Office & Team support as required:

- Diary management for Team.
- Entering / updating Contacts.
- Assisting with booking and coordinating travel, this includes booking trains, flights and hiring cars for business travel.
- Helping with preparing documents - record keeping, data management and typing up letters and emails.
- Occasional formatting reports according to best practise and branding guidelines.
- Ad hoc duties for the Operations Management Team.

## KEY PERFORMANCE INDICATORS:

- Accurate and timely delivery of duties.
- Strong interpersonal skills, with a professional manner.
- Ability to work in a fast paced team environment and support team members at all times.

## SPECIAL REQUIREMENTS:

- Hours of work for this role are 5 days a week 8.30 am – 5.30 pm based in APAM's London Office.
- Punctuality is key.
- Must be flexible and able to work extended hours if necessary.
- May be required to travel both within the UK.

## KEY COMPETENCIES

We use our key competency framework to recruit and develop our team because we want to ensure our people have the ability to lead and make a real impact on the work we do.

### Ownership / Doing the right thing:

- The ability to deliver concise and accurate information in written and verbal format in a timely manner.
- The ability to tackle issues and problems in a logical, step-by-step way, using appropriate information.

### APAM Passion:

- Be first point of contact for APAM.
- The passion to support initiatives raising APAM's profile.
- A positive attitude that demonstrates pride at the workplace.

### Team and Relationships:

- The ability to understand other people's behaviour and concerns.
- The enthusiasm to embrace cross team collaboration and an inclusive environment.
- The ability to improve or flex your communication skills when appropriate to gain acceptance, support and commitment.

## SKILLS AND EXPERIENCE

- IT literate / 'tech savvy' and highly competent user of Microsoft Office applications with extensive knowledge of PowerPoint, Word, Excel and Outlook.
- Ability to operate independently.
- Flexible and proactive approach to team work.
- Ability to work in a fast paced team environment.
- Ability to learn and apply concepts quickly.
- Strong verbal and written communication skills.

LONDON

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APAM

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