



NYETIMBER

PRODUCT OF ENGLAND

Senior Receptionist

LOCATION: Nyetimber Group London office

REPORTS TO: Head of Finance - Nyetimber

RESPONSIBLE FOR: No direct reports

COMMUNICATORS: CEO, Managing Director, Head Winemaker, Senior Winemaker, Estates Operations Manager, Business Services team, Marketing team, Sales team, Finance team, Facilities team, Office Managers (Vineyard and Winery), external visitors and third-party suppliers.

MAIN PURPOSE: The Senior Receptionist is responsible for the smooth and efficient operation of our office and facilities, creating an exceptional working environment and visitor experience, which reflects the luxury and sophistication of our brand. You will also be responsible for developing and implementing office projects, ensuring that cost, quality, time is controlled and achieved. You will be an articulate, well-presented person who will be the face and voice of Nyetimber at our Head Office in London. In addition, you will be conscientious, discrete and have a keen eye for detail in every aspect of your role.

VALUES & MOTIVATORS:

PIONEER

Nyetimber is the pioneer of English Sparkling Wine and high-quality Spirits. To be a pioneer means 'to not follow' and this spirit is central to how we all think and operate when setting out plans and direction for the brand.

EXCEPTIONAL

Exceptional goes beyond wine making, it extends to every touch point of the brand. At every possible opportunity Nyetimber should differentiate itself with faultless and high-quality execution and service.

JOIE DE VIVRE

A feeling of joy, happiness, and sophisticated love of life that will give us an emotional connection to our customers around the world.

RESPONSIBILITIES:

Office Management

- The first point of contact, ensuring an exceptional welcome at all times. Visitors should be attended to in a professional and timely manner, reinforcing Nyetimber's reputation and professional image.
- Independently manage the daily operations of the office, pre-empting any problems that may arise and proactively addressing any that do, to ensure a seamless and efficient working environment.
- Responsible for ordering office supplies; ensuring food & drink, stationery and toiletries are always fully stocked with replacements in good supply
- Ensure the good working order of the coffee machine, and hot water tap in the kitchen. Liaising with suppliers as necessary and communicating any issues with staff promptly
- Ensuring that the London office is always impeccably presented and is reflective of Nyetimber's luxury standards.
- Support with the room booking system, display screen equipment and conferencing systems.
- Responsible for setting up meetings rooms, and in particular the Tasting Room appropriately for external guests
- Supporting with the organisation of staff events such as Inductions, Christmas Party, Summer Information days

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- Responsible for managing post, on behalf of all staff, and dealing with couriers collecting or delivering parcels.
- Develop and implement office policies that align with Nyetimber's luxury brand and operational goals, focusing on innovation, sustainability and efficiency.
- Day to day management of external contractors, including the Office Cleaner, Handyman and other facilities maintenance suppliers.

Project Management:

- Responsible for creating and maintaining robust project plans and ensuring that cost, quality, time and benefits realisation is controlled and achieved.
- Coordinate project resources and stakeholders, including team members, vendors, and clients.
- Maintenance and facility issues – coordinating with maintenance staff or contractors to handle urgent repairs or facility issues that rise outside normal business hours, such as plumbing leaks, electrical failures etc.

Senior Management Team Support:

- Organising travel arrangements, including itineraries, flights, accommodation and transport when required.
- Scheduling and coordinating meetings.
- Handling sensitive information with discretion, including managing confidential documents.

Other Duties

- Coordinate with the Head of Finance, regarding IT support, budget management and expense tracking for office and facilities-related costs.
- Champion the company culture by organising team-building initiatives and maintaining a workplace aligned with Nyetimber's values and luxury standards.
- Oversee health and safety compliance, implement contingency plans for emergencies, and manage risks to ensure a secure and seamless office environment.
- Liaise with the HR team to ensure comprehensive onboarding, including coordinating company induction tours for new starters, including setting up passes for new joiners
- Foster a positive and collaborative work environment, promoting Nyetimber's company values and culture.
- Undertake such other duties commensurate with the responsibilities of the role and any other reasonable management request.

KEY SKILLS & EXPERIENCE:

- Experience working as a receptionist, or a similar role.
- Well-presented individual, with a keen eye for aesthetic.
- Excellent interpersonal skills with a high degree of discretion, integrity and professionalism, always ensuring confidentiality.
- Outstanding communication skills (verbal and written).
- Excellent knowledge of general administration procedures.
- Highly efficient in resource planning, budget management and task assignment.
- Driven attitude, always acting in the best interests of the organisation.
- Ability to work under pressure, cope with conflicting priorities and meet deadlines.
- High level of resourcefulness and independence, having the ability to always solve problems using own initiative.
- Receptive to change, resilient and adaptable.
- Excellent understanding of Microsoft Office software, specifically Word, Excel, PowerPoint and Outlook.
- Health and Safety and Fire Marshalling desirable

To apply, email our HR team [here](#).