Role Profile for: Office Assistant

Reports To: Admin & Facilities Manager
Department: Corporate Finance
Location: Ceuta

Role Purpose: Administrative duties for the day-to-day operation of the office and facilities.

Accountabilities:

- Dealing with all administration duties for the day-to-day operation of the office.
- Liaising with vendors and outsourced maintenance companies.
- Dealing with facilities for the offices, including repairs & liaising with maintenance companies.
- Liaising with the third party Company cleaners.
- Reception duties including call handling, guest management, internal mail distribution & arrangement of couriers.
- Purchasing for the Company (stationery, supplies and refreshments etc.).
- Arrangement of customs clearance and deliveries from abroad to the office & vice versa.
- Ad hoc driving, including transfers for employees and visitors.
- Allocating Company meeting rooms and providing refreshments for visitors and guests.
- Stationery distribution & management of inventories.
- Monthly invoice reconciliation.
- Responsible for enforcing health and safety around the office.
- Coordination of fire safety systems and compliance of local facility regulations in the office.
- Responsible for the access control system.

Key Performance Indicators:

- Working independently.
- Ensuring all complaints, faults and requests are dealt with quickly and effectively.
- Ability to perform under pressure and ensure any of the above is completed in a suitably defined timeframe.
- Promote the interest of the Company at all times.
- Health & Safety.
- Security.

Working Hours:

40 hours per week.
Flexible hours in line with business needs.
Extra hours as required.

Technical Skills Required:

- Intermediate computer skills, including MS Office, especially Excel.
- Internet research capabilities.
- Knowledge of Maths and Accounting procedures.
- Clean Driving License.
- Spanish and English language (essential).
- Basic IT helpdesk skills advantageous.
Knowledge Skills & Experience:

Must have/Essential Skills:
- Native Level Fluency in Spanish and excellent command of English, both verbal and written.
- Good interpersonal skills.
- Computer literacy and internet knowledge/experience.
- High level of intelligence, reasoning and analytical ability.
- Good negotiation skills, empathy and an approachable nature.
- Confident verbal communicator and the ability to take decisions.
- Excellent organisational skills with the ability to multi-task and meet deadlines.
- Diplomatic, polite and flexible.
- Dependable, trustworthy and able to prioritise.
- Ability to work under pressure with minimum supervision.
- Respectable and presentable.
- Valid driving license.
- No restrictions to working in Ceuta.

Nice to have/ Desirable:
- Experience in the Online Gaming Sector.
- Ability to go the extra mile.
- Responsible Gaming experience.

Competencies:

- Excellent Communication skills in both Spanish and English (both verbal and written).
- Problem solving, investigative and multi-tasking skills.
- Good attention to detail.
- Excellent negotiation skills.
- Ability to carry out duties in the most efficient and polite manner.
- High level of trust.
- Self-driven and self-motivated.

This list is not exhaustive and the company may pass other reasonable duties to the employee as required.
I confirm that I have read and understood the above document and agree to carry out the duties as outlined above.

Signed: _________________ Full Name: ________________________
Date:    _________________

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