



Job Description –

Post Details

Job title:	Seasonal Reception Assistant
Directorate:	Northumberland Estates – Syon Park
Function:	House Opening, March – October
Post reports to:	House Manager
Days/Hours:	Monday – Friday, 08:00 – 17:00

Purpose of job:

Syon House contains a wealth of history and heritage and is set in 200 acres of rural landscape in West London. Syon has been the London home of The Duke of Northumberland and his family since 1596 and operates as a visitor attraction but also welcomes guests for a wide range of other events, from weddings and tours, through to corporate and visitor events. Syon is also the venue for filming and photoshoots, including Hollywood productions, TV, fashion and design.

We have an exciting opportunity for a friendly and organised Reception Assistant to join our team on a seasonal basis, serving as the first point of contact for Syon House, and creating a positive initial impression for clients and guests, whilst effectively carrying out administrative duties.

This role will be seasonal, from March – October but with the possibility to extend for the right candidate.

Main duties and responsibilities:

- Reception Duties; monitoring and welcoming visitors and contractors to Syon House, directing them to the appropriate meeting room or waiting area
- Answer incoming calls, efficiently deal with queries as appropriate, transferring calls as needed
- Answer Bollard visitors and deliveries
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- Greet all visitors at the main gate and direct as appropriate
- Receive, sort, and distribute incoming mail and packages
- Ensure reception area is kept clear and tidy

- Dealing with enquiries at all levels
- Day-to-day business correspondence, including via phone and email
- Assist with basic administrative tasks like copying documents, filing, and data entry
- General office administration
- Supporting and coordinating departmental needs across the organisation

Personal Qualities:

- Some experience of working in a busy office environment
- Organisational skills – Efficiently managing multiple tasks simultaneously
- Excellent communication skills – clear and professional verbal and written communication to interact with staff and visitors
- Familiarity with office software like Microsoft Office to manage emails, calendars, and documents
- Customer Service – Ability to provide friendly and helpful service to all visitors
- Attention to detail – Ensuring accuracy in handling information and completing administrative tasks