

TATA TRUSTS

Role Details		
1.	Role	Front Office & Administration
2.	Grade	Equivalent to Grade 7
3.	Program	Admin
4.	Location	Mumbai
5.	Nature of Employment	FTE-3 years/ Consultant
6.	Reporting to	Senior Executive, Administration

Role Overview:

The Front Office & Administration Executive serves as the first point of contact for visitors, partners, and employees, representing the organisation with professionalism and warmth. This role is responsible for managing front-desk operations, and supporting overall office efficiency by overseeing reception duties, coordinating meetings and travel, and ensuring a well-organized and welcoming workplace.

Key Responsibilities:

1.	Greet and welcome visitors professionally and notify staff of their arrival.
2.	Schedule appointments, meetings, and conference room bookings.
3.	Maintain the reception area in a clean and presentable manner.
4.	Manage visitor logs, issue ID cards, and adhere to security protocols.
5.	Assist in basic administrative tasks (printing, filing, scanning).
6.	Provide general administrative and clerical support as needed.

Stakeholders

Relationship (within organisation)	Functional and Thematic teams of Tata Trusts
Relationship (outside organisation)	External stakeholders.

Skills & Competencies:

- Excellent communication and interpersonal skills, ability to communicate with variety of stakeholders.
- Strong organisational and multitasking ability especially problem-solving skills.
- Adhering to the principles, values and confidentiality.
- Ability to work effectively in a team.
- Excellent communication and interpersonal skills, with the ability to engage effectively with a variety of stakeholders.
- Strong proficiency in English (spoken and written) is mandatory.

Essential Qualification & Experience:

- Bachelor's degree preferred.
- Minimum of 2 years of experience in front office, customer service, or administration.
- Proficient in MS Office tools, especially Word, Excel, and Outlook.
- Basic understanding of IT applications and tools.