

Facilities Assistant & Receptionist – Part Time



Location: Edinburgh, Scotland

Department: Facilities

Contract Type: Permanent, Part-Time

Do you want to create memories that last a lifetime?

Tour Partner Group is a leading B2B Destination Management Company (DMC) specialising in travel experiences across the UK, Ireland, the Nordics, and the Baltics. With offices in London, Edinburgh, Dublin, and Copenhagen, we bring together over 300 destination specialists, designing unforgettable travel experiences for Groups and FIT, as well as curated MICE programmes under our dedicated brand, **Horizons by Tour Partner Group**.

At **Tour Partner Group**, we believe in responsible travel, continuously challenging ourselves to elevate our standards and ensure that every journey we create leaves a positive impact on both people and the planet.

About the position:

We are looking for a passionate and dynamic **Facilities Assistant & Receptionist** to join our team in **Edinburgh, Scotland**. In this role, you will be responsible for **facilitating the smooth and professional running of the office facilities by providing efficient, friendly and professional reception cover and ensuring that all facilities are well maintained and supported with budgets adhered to**. You will work as part of a **collaborative, international team**, creating memories that last a lifetime for our clients and their customers.

Your responsibilities:

As a Facilities Assistant & Receptionist at Tour Partner Group, your key responsibilities will include:

- Ensure all office space is always maintained in a tidy and professional manner (including meeting rooms before and after meetings)
- Meet and greet visitors on arrival in a friendly and professional manner, ensure they sign in and provide them with refreshments where needed
- Screen all phone calls made to the office, coordinate phone calls to the relevant staff member and take additional messages and deliver to the relevant person
- Manage and sign for all deliveries to the office and ensure that these are collected by the relevant person
- Manage all incoming and outgoing mail and arrange couriers
- Manage permits and visitor's access
- Issue access fobs
- Produce weekly attendance report
- Organise refreshments and catering for meetings as instructed
- Manage meeting room bookings as and when required



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- Provide general administrative duties as and when required
- Manage the ordering of all office supplies including consumables and stationery ensuring they are purchased at competitive prices and stocks are kept at acceptable levels
- Ensure office is clean, tidy, safe and in good working order at all times. Keep on top of all issues regarding the office and follow up in order to ensure issues are resolved as soon as possible
- Complete daily cleaning check and liaise with cleaning staff/manager to ensure cleaning standards are met/maintained
- Ensure correct cleaning consumable are received and review quarterly
- Ensure all additional cleaning services are carried out as scheduled and to a satisfactory standard
- Buy milk for office ensuring stocks are kept at acceptable levels
- Review and update the company Health and Safety policies in conjunction with HR
- Ensure all Health and Safety policies and procedures are adhered to
- Ensure we are fully compliant with all Fire and Health & Safety regulations and carry out risk assessments
- Appoint and arrange fire warden and first aider training
- Submit all facilities expenses monthly by the deadline of the 25th of every month
- Checking and first approval of all facilities invoices
- Maintain facilities contract spreadsheets and other facilities data
- Maintain facilities folders and ensure reports are kept up-to-date
- Manage and schedule all routine maintenances as per service agreements
- Carry out contract/price comparisons as requested
- Ensure all post/parcels are sent with the most cost-effective service i.e. Post Office or courier
- Ensure Receptionist and Office Administrator handbook is always kept up to date
- Complete annual Energy Savings Opportunity Scheme (ESOS) audit in coordination with Finance

Your profile: Skills & Experience



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We are looking for an individual with the following skills and qualifications:

- Fluency in English
- Experience of working as a Receptionist and Office Administrator within an office based environment
- Proficient user of MS Office especially Word, Excel and PowerPoint
- First Aid/Fire Warden certified (ideal)
- Ability to multitask, prioritise and work to deadlines
- Attention to detail
- Confident dealing with people at all levels]
- Excellent organisational skills
- Good awareness of Health & Safety at work
- Proactive and flexible
- Professional telephone manner
- Strong communicator

What we offer

At Tour Partner Group, we believe in rewarding our team members. By joining us, you will enjoy:

- A **dynamic and international work environment**, collaborating with colleagues from over **20 nationalities**.
- **Familiarisation trips** to enhance your first-hand knowledge of our destinations.
- A **holiday increase** with years of service, up to **25 days**.
- A **contribution towards gym membership** to promote well-being.
- An **extra day off on your birthday**, because celebrating is important!
- **One volunteering day per year** to support a cause you're passionate about.
- **Annual social events** to celebrate our shared successes.
- **TPG Travel Club discounts** to explore our destinations in your free time.
- The opportunity to become a **Value Champion**, earning a **Discover-Our-Destination reward** for an exciting explorer getaway.
- A **structured development programme with on-the-job training**, ensuring you reach your full potential.
- A **collaborative and supportive team culture** where every member is valued.



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- Opportunities for **career progression**, moving into new roles within the company.

Additional Information

- **High Season Period:** Please note that from **1st May – 31st August**, the workload may be heavier, and overtime may be required. Overtime is compensated as time off in lieu.
- **Work Location:** This position is based in **Edinburgh**.

Our Values

At Tour Partner Group, our values guide everything we do:

- **Partnership** – We collaborate as a team to succeed and hold our colleagues and business partners in high esteem.
- **Inspiration** – We inspire confidence in others through our knowledge and expertise. We seek and embrace change.
- **Respect** – We are open to new ideas, cultures, and experiences. We value honesty and transparency.
- **Passion** – We share our love for travel and encourage others to explore our destinations. We aspire to be the difference that makes the difference.

Our Commitment to Sustainability & ESG

- We recognise the part we play as a tourism business. We believe in the **positive force and impact** of responsible business on our collective future—one that is sustainable and contributes **not only to ourselves and our clients but also to the planet and society as a whole**.
- Internally, we have taken active steps to **reduce our environmental footprint** by limiting printing, switching to **digital business cards**, and ensuring that **business travel is only undertaken when essential**. Additionally, we encourage our employees to **give back to the community** through our **1 volunteering day per year** initiative.
- Find out more about our sustainability efforts: [Tour Partner Group ESG Policy](#)

How to Apply

If you're excited to be part of a team that delivers exceptional travel experiences, we'd love to hear



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from you!

- Please send your **CV and cover letter** to global.recruitment@tourpartnergroup.com with the subject line: **Application for Facilities Assistant & Receptionist – Your Name.**
- If you have any questions about the role, please contact **Bianca Chiru** at bianca.chiru@tourpartnergroup.com.

We look forward to welcoming you to the Tour Partner Group team!

www.tourpartnergroup.com

