

# **Meeting Venue Coordinator / Front of House / Administrator Monday to Thurs**

CIHT - Old Street

£17,600 a year - Part-time

## **THE CHARTERED INSTITUTION OF HIGHWAYS AND TRANSPORTATION - JOB DESCRIPTION**

**Job Title:** Meeting Venue Coordinator / Front of House (4 Days per week) - working Monday to Thursday

**Reports to:** Office Manager

### **Job Purpose**

- Ensure the smooth running of all reception services (the front office).
- First point of contact for customers/members of the Institution (visitors, telephone callers, email enquirers, users of meeting rooms etc).
- Provide support for internal and external 'customers' using the meeting rooms.
- Respond to enquiries, maintain records and raise invoices for paying customers.
- Administrative support on facilities matters and maintenance of bookings records.

### **Key Contacts (if applicable)**

- All staff of the Institution; Members; potential Members; organisations and individuals hiring rooms; suppliers and contractors.

### **Key Responsibilities**

- Welcoming visitors, advising and helping them, or directing them to the right person to advise where appropriate.
- Answering telephone calls made to the main office number in a courteous and efficient way redirecting to relevant member of staff where appropriate.
- Take bookings for the meeting rooms and manage the main buildings diary; maintain statistics on bookings and ensure bookings are invoiced accurately and on time.
- Contribute to the proactive promotion of Space@119 as a venue to attract new customers and retain existing customers.
- Arranging catering, AV and ensure rooms suitably laid out. Generally looking after clients (internal and external) and ensure all facilities are provided.
- Set out lunches (provided by external caterers), clear up after meetings, including clearing glasses and plates, loading a running dishwasher.
- Maintain general tidiness and cleanliness of FOH areas.
- Order general catering supplies as needed
- Receive, open and distribute incoming post and deliveries; frank outgoing post.
- Book accommodation and travel (mostly train tickets) for Members and Staff.
- Support to other departments, particularly for events management, and the 'back office' - such as preparing bulk mailings for posting, inputting data and general typing.
- Other duties within the competence of the job holder as required by the Institution.

### **Personal specifications**

- Good general education - including mathematics and English.
- Excellent written and spoken English and numeracy.

### **Skills and competencies**

- Well presented, with the personality and standing to represent the Institution to visitors and on the telephone.
- Strong customer service focus, a welcoming approach - with a strong liking for and interest in, people.

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- Shows a sense of responsibility to achieve the task set
- Adaptable: prepared to carry out routine tasks as well as more challenging work.
- Demonstrable experience of coping with multiple demands at once, while remaining helpful and polite.
- Ability to undertake some lifting and manual handling duties.
- Responds flexibly to changing circumstances including a willingness to change pattern of hours or attendance to suit business needs (role will entail some evening and early morning tasks).
- Enthusiastic and a good team player.
- Stays calm in pressurised and demanding situations
- Robust knowledge of Microsoft O365 and ability to use Excel to produce statistics and reports to aid management reporting on meeting room usage.
- Accuracy and good attention to detail.

Closing Date for applications: Friday 23 August 2019. Interviews will be held on an ongoing basis.

### **NO AGENCIES**

Job Type: Part-time

Salary: £17,600.00 /year

Experience:

- Microsoft Office: 1 year (Required)
- Excel: 1 year (Required)