

THE CHARTERED INSTITUTION OF HIGHWAYS AND TRANSPORTATION – JOB DESCRIPTION

Job Title:
Front of House/Receptionist (4 Days per week) – working Monday to Thursday
Reports to:
Office Manager
Job Purpose
<ul style="list-style-type: none"> • 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)
<ul style="list-style-type: none"> • All staff of the Institution; Members; potential Members; organisations and individuals hiring rooms; suppliers and contractors.

Key Responsibilities
<ul style="list-style-type: none"> • 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.
Dimensions
<i>Budget Responsibilities</i> None <i>Headcount responsibilities</i> None

Personal specifications
<ul style="list-style-type: none"> • Good general education – including mathematics and English. • Excellent written and spoken English and numeracy.
Skills and competencies
<ul style="list-style-type: none"> • 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. • 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.