

## Job DESCRIPTION

<b>Job Title:</b>	<b>Receptionist / Bookings Administrator</b>
<b>Hours of Work:</b>	<b>9am – 5pm 3 days per week</b>
<b>Responsible to:</b>	<b>Operations &amp; Business Development Manager</b>
<b>Responsible for:</b>	<b>Volunteers</b>
<b>Role Requirements:</b>	<b>(See attached person specification)</b>

## PURPOSE OF THE ROLE

To provide an efficient, professional and a welcoming reception service to all staff, users and visitors to the centre during opening hours.

To use organisations computer systems effectively and efficiently to manage bookings and maintain all related records.

To provide support to the Operations & Business Development Manager to ensure the centre runs effectively and efficiently.

## Terms of Employment:

Grade: Administration

Salary: £25,000 FTE (Including London Weighting)

Annual Leave: 28 days FTE

## RESPONSIBILITIES

### Reception Area

- ❖ Maintain the reception area, keeping it neat and tidy and familiarise yourself with details of events taking place in the centre
- ❖ You will be the first point of contact to welcome all visitors into the Centre; ensuring that they sign in and out; making sure safety procedures are followed.

- ❖ Advise the team of their visitor's arrival and occasionally escorting them to their meeting point
- ❖ Monitor the reception photocopier ensuring it is well stocked and to provide a copying service to members of the public
- ❖ Ensuring that all literature and posters displayed in the Reception area are kept neat, tidy and in date
- ❖ Keeping track of all car park usage and access and taking payments where necessary
- ❖ sorting and directing incoming mail and deliveries
- ❖ opening and closing the Reception desk each day ensuring it is neat and tidy and well stocked
- ❖ Building a good relationship with caretakers, keeping them fully informed of matters arising at Ripple Centre.
- ❖ Responsible for volunteer recruitment and development

### **Telephone**

- ❖ Answer telephone calls and redirect as necessary, taking the caller's name and details to pass on. If not available be able to take accurate messages including contact details at all times
- ❖ Deal with enquiries either via the telephone or face to face from the public and other organisations in a helpful, polite and professional manner

### **Hall & Room Booking**

- ❖ Ensure all enquires for booking the Hall and meeting rooms are done promptly and following-up either by telephone or e-mail
- ❖ Record information onto the electronic bookings system in a timely and accurate manner, ensuring that the system is kept up to date
- ❖ Liaise with customers to ensure that their requirements are properly identified and met and they are aware of the Terms and Conditions
- ❖ Organise any catering requirements and deal with any audio-visual equipment requests by clients booking the hall and meeting rooms
- ❖ Assist in setting up and preparing the hall and meeting rooms in line with clients' requirements

- ❖ Meet and greet all clients and brief them on the Ripple Centre's Health and Safety policies and procedures
- ❖ Chase up payments relating to the hire of the venue and assist in ensuring all invoices are paid in line with the payment terms and filed correctly

### **Start and End Day Procedures**

- ❖ De – activate the alarm, switch on internal lights and heating / air conditioning If you are the first member of staff on the premises and make all necessary arrangements to open up
- ❖ Ensure the building is secured, internal lights and heating / air conditioning is off and alarm is activated if you are closing up at the end of the day.

### **Person Specification**

- Your ability to meet these criteria may be demonstrated during the application process or at the interview.
- All criteria are essential unless marked as (D) which denotes desirable.

### **Experience and attainments**

- Previous experience as a receptionist or in a customer focused environment (D)
- Previous experience of working in the voluntary sector (D)
- Experience of working in a team environment
- Experience of dealing with the general public

### **Skills & Abilities**

- Ability to take accurate and clear messages and record details of booking enquiries etc legibly
- The ability to stay calm under pressure
- Good at problem solving and complaints handling
- An understanding of the issues involved in working in a multicultural environment, and commitment to equal opportunities, both in terms of policy and practical application
- Excellent clear and confident communication skills including listening skills and the ability to explain things clearly
- Excellent timekeeping
- A polite and friendly manner with good telephone manner
- Good personal organisational skills and ability to perform set tasks efficiently and accurately using own initiative with minimal or no supervision.
- Good keyboard skills
- Able to deal with a diverse range of people

### **Knowledge & understanding**

- Confident when using office equipment and an understanding of computer applications

- An understanding of the importance of data protection confidentiality

**Personal qualities**

- Reliable
- Flexible
- Co-operative
- Conscientious
- Tactful
- Diplomatic / professional
- Adaptable to change
- Openness to learn new IT systems and procedures

**Please Note**

This job description is not a definitive or exhaustive list of responsibilities but identifies the key components of the role