

VAL Jobs

Reception and Front of House Assistant

Job description

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| Job purpose: | <ul style="list-style-type: none"> ■ To provide reception and information service to Voluntary Action Leicestershire, including the first tier reception service to tenants occupying the building. ■ To organise booking processes and provide hospitality services for Meeting and Conference Rooms. ■ To provide basic administrative support and monitoring services to the Building Team Manager. ■ To set up conference rooms in line with customer specifications and organise servicing and refreshments |
| Responsible to: | <ul style="list-style-type: none"> ■ Building Team Manager |

1. Main aims of the role

- To provide the day to day reception service for VAL and its tenants. Providing telephone, email and face to face advice to customers whilst maintaining a safe and high standard of customer service.
- To plan, organise and deliver service operations for the meeting and conference rooms, providing practical support to customers, dealing with enquires, taking bookings, organising events and conducting follow up procedures and debt chasing.
- To input, monitor and update customer information on relevant systems and databases for both internal and external customers as well as creating reports and collecting customer feedback.
- Ensure that the meeting rooms, conference rooms, reception and public areas of the building are safe, tidy and clean and report any maintenance issues to the Building Team Manager
- To assist in the sales and marketing and income generation initiatives for the building and room rentals and the continuous improvement of the services provided.
- To ensure the integral security of the building is maintained, recording and controlling access in respect of Health and Safety. Making sure the building is clean and tidy at all times, carrying out daily building checks.
- To communicate with other VAL staff, teams and tenants to ensure customer service standards are achieved.
- To arrange and set-up meeting and conference rooms with customer specifications which could involve some heavy lifting of furniture (manual handling training to be provided)

2. Main activities of the role to deliver the aims

- To be the first point of contact for visitors to VAL. Provide excellent customer service to all external and internal customers. Signpost and give advice to customers who may need referring to internal teams or other organisations.

- Providing room booking information to potential customers and prioritising room allocations in line with customer needs to ensure maximum income potential is achieved.
- Providing building users including guests with room information on arrival, ensuring H&S guidelines are communicated and adhered to.
- Providing basic IT assistance to conference users where necessary.
- Ensuring that all visitors/users and contractors are registered in line with current procedures.
- To assist in maintaining the security of the building for employees and visitors at all times in line with current Health and Safety procedures.
- Ensure the fire evacuation policy is adhered to at all times and is actively promoted and communicated to visitors and guests at VAL. (Fire Marshal Training to be provided)
- To ensure the relevant VAL database is maintained and updated for each booking/task. Assist the Building Team Manager in generating reports attached to the database as and when required.
- To ensure conference customers are communicated with effectively at all stages of the booking process.
- To assist the Building Team Manager in identifying commercial opportunities for income generation and business growth within a variety of sectors. Conduct marketing and sales tasks in order to attract new business and be part of creating new strands of income generation. Use of social media to raise profile of the conference centre.
- To ensure that other VAL team members are given accurate information regarding matters relating to conferencing and buildings. Also to ensure that the post holder uses all communication tools available to keep up to date on VAL services.
- To actively promote VAL's H&S policy to visitors and staff and report any maintenance or building issues immediately following current procedures.
- To support in the recruitment and co-ordination of front of house and customer service volunteers.

3. Supporting the development of VAL and its people

- Be an effective ambassador and representative for VAL
- Participate positively in the development of plans, projects, performance management and VAL organisational development
- Maintain data, statistics and information on VAL's work and produce regular monitoring and promotion reports
- Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across VAL's people and keeping up to date with relevant changes in policy and practice
- Build and maintain effective relationships with colleagues including working collaboratively across VAL
- Be accountable to VAL and colleagues for your actions, actively supporting VAL's values
- Support volunteers to deliver aspects of VAL's work
- Ensure the health and safety of VAL's people and service users
- Encourage and promote equality and diversity inside and outside of VAL
- Carry out evening and weekend work as required
- Undertake any other reasonable duties in line with the aims of the post

Person specification

The person specification sets out the essential qualities that we are seeking for his post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience.

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| Understanding of the VCS and volunteering | Understanding of the VCS and volunteering, demonstrated by being able to understand the needs of groups and individuals coming to use VAL services. |
| Customer services, information and advice | <ul style="list-style-type: none"> ▪ Experience of providing a reception service and liaising with a variety of people/service users and organisations at all levels. ▪ Providing clear and accurate information, a high standard of service and hospitality to all service users, visitors and customers. ▪ The ability to provide accurate information and guidance to a diverse range of individuals, organisations and contractors. |
| Administration | <ul style="list-style-type: none"> ▪ Excellent administration skills, demonstrated through:- ▪ Using and developing basic administration systems and databases to maintain and access information using paper and electronic systems. ▪ Dealing with enquiries and event co-ordination and management ▪ Undertaking basic research to compile reports, customer mailings and marketing materials. |
| Managing, supporting and working alongside people | The ability to work alongside and support volunteers and other VAL staff, service users, visitors and customers. |
| Equality and diversity | Encouraging and promoting equality and diversity in the delivery of services and experience of working effectively with people from a range of backgrounds |
| Experience of different communities | Working within different communities such as urban, suburban, small towns and / or rural and with a wide variety of voluntary and community sector organisations |
| Building relationships | The ability to build and maintain effective relationships with colleagues and partners in all sectors |
| Organisational skills | Being well organised, prioritising demands, making decisions and working to deadlines. The ability to organise an event and co-ordinate several events to meet the needs and expectations of the customer |
| Approach to work | Having a customer service focus and a positive "can do" approach to advice and support provision, dealing with difficult situations and changing environments calmly and effectively |
| Presentation skills and oral communication | Excellent communication and advice giving skills with a diverse range of people and organisations through a range of mechanisms such as face to face, telephone and electronically, including ability to engage and be enthusiastic with others about volunteering and the VCS |
| Written communication and developing information resources | Good writing skills and the ability to develop information resources for service users and volunteer-involving groups |

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| ICT skills | <ul style="list-style-type: none"> ▪ Proficient in ICT packages including word processing, email and internet, spreadsheets and databases ▪ Providing monitoring information |
| Continuing professional development | There are no specific qualifications for this role, a desirable would be manual handling training, first aid trained and fire marshal trained but evidence of continual development of knowledge of skills is required |
| Hours of working | Able to work some evenings and occasionally at weekends |
| Travel | Ability to travel regularly within the city and county and occasionally nationally |

This does not form part of your contract – May 2024