Job Title: Conference and Facilities Support Officer

Hours: 37.5 per week

Salary: £19,000 per annum (depending on experience)

Purpose: A high quality and effective conference, facilities and administration support to contribute to the facilitation of services offered by The Women’s Organisation and 54 St James Street.

Directly responsible to: Facilities Manager

Duties and Responsibilities:

- To be the lead on venue, conferencing enquiries on a daily basis; including dealing with general venue enquiries, liaison with bookers and facilitators, ordering catering, producing documentations and quotes
- To co-ordinate bookings and liaise with the facilitator throughout the day
- To organise room turnarounds and assist with set ups
- To arrange room/office viewings and ensure enquiries are dealt with in an effective and professional manner
- To liaise with tenants and assist with their requests
- To provide a high level of customer care through reception duties when required.
- To provide reception, clerical and administration services on a flexible basis including regular evenings and weekends as required.
- To assist the Facilities Team with the development and delivery of reports to senior management
- To provide support to building facilities management
- To liaise with external service providers and contractors on a regular basis, attend meetings and escalate issues as necessary
- Contribute and assist the marketing team with marketing the building and its facilities
- This job description is not exhaustive, additional duties and responsibilities may be allocated by the management team.
Person Specification

- Experience working in a similar role
- Willingness to learn and develop new skills and to undertake training and qualifications as part of the job role.
- Confident in a range of basic ICT skills, especially Microsoft packages and willingness to develop these skills further
- Strong written and verbal communication and interpersonal skills
- The ability to work systematically with attention to detail.
- Exemplary time management, planning and ability to meet deadlines
- Ability to act on own initiative and operate effectively as part of a team.
- Ability to respond effectively and efficiently within a busy and changing environment.
- Confidence working with multiple priorities, customers and contractors.
- Ability to deal with clients, visitors and colleagues with courtesy, tact and discretion whilst maintaining confidentiality and professionalism at all times.
- To work flexibly including regular evenings and weekends.

Date Job Description & Person Specification prepared/updated – November 2019

Prepared by: Facilities Manager
Job Holder Agreement (Signature)
Job Holder Name (Block Capitals)
Date: