



# Recruitment pack



Loyalty & Trust  
Professionalism  
Dignity & Respect  
Ownership & Accountability

[www.ciarb.org](http://www.ciarb.org)



CI Arb is a registered Charity in  
England and Wales, No: 803725

# Job description

**Job Title:** Venues & Facilities Executive

**Date:** November 2021

**Reporting to:** Venue & Facilities Manager

## Overview

CIArb is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over 18,000 members. We are the leading global professional membership organisation representing the interests of alternative dispute practitioners worldwide. As a not-for-profit, UK registered charity, CIArb works in the public interest through an international network of 41 branches.

## Job Overview:

This exciting and challenging role offers the chance to work in the dynamic and fast-growing room hire Team (12 Bloomsbury Square Ltd) where no two days are the same. Duties will be varied as below, and the right candidate will be providing assistance relating to the day to day operation of the 12 BSq room hire business and facilities requirements under the direction of the Venue & Facilities Manager.

## Key Responsibilities:

- Assist with the delivery/collection of office items including post and stationery.
- Provide AV equipment and assistance to clients and staff
- Troubleshoot meeting room AV/IT faults and manage routine network connectivity requirements.
- Ensure all enquires are properly actioned.
- Ensuring first class customer service levels are delivered at all times.
- Ensuring the Venue & Reception areas are presentable at all times.
- Assist with delivery of the sales and marketing plans for the department.
- Assist with data processing of daily activities as required.
- Assist with reconciliation of daily activity and via meeting room booking systems.
- Assist with invoicing, account management and after sales service.
- Support the Venue & Facilities Manager where directed in all matters relating to the marketing, promotion, hospitality, facilities, health and safety, and operation of the CIArb London headquarters.

### **Further tasks and Responsibilities:**

- Take incoming telephone calls to main switchboard number and redirect as required.
- Open incoming posts and scan or distribute post accordingly.
- Prepare outgoing post for collection and record activity.
- Sign for receipt of incoming parcels, notify and distribute accordingly.
- Arrange couriers.
- Order office supplies such as stationery and consumables.

### **Requirements:**

#### **Essential:**

- Experience of working in a Hospitality Environment.
- Experience in assisting with Health and Safety matters
- Experience of working with AV/IT.
- Experience of preparing meeting rooms.
- Knowledge of MS Office packages e.g. Excel, Word and PP, Intranet, Web/Internet.
- Ability to move furniture when required (room set up)
- Ability to maintain confidentiality of work and tact at all times.
- Strong grammar and spelling, competent typing skills, good communication with good attention to detail.
- Experience of working as a member of a team, providing support where necessary.
- Working in shifts may be required, therefore, flexibility is a plus.

#### **Desirable:**

- Experience of telephone sales and processing payments ..
- Experience of working for a Chartered Institute, professional body, trade association or membership organisation.
- Knowledge or experience of Booking Systems – ARTIFAX EVENT preferably.
- Ability to deal with difficult customers.
- Experience of liaising effectively with stakeholders at all levels.
- H&S Qualifications/Certificates i.e. IOSH, NEBOSH, First Aid at Work, etc.

## Summary terms and conditions

<b>Contract:</b>	Fixed-term contract
<b>Salary:</b>	£24,000 per annum (plus paid overtime or TOIL)
<b>Annual leave:</b>	25 days holidays per annum plus UK bank holidays
<b>Pension:</b>	Generous Pension Scheme
<b>Healthcare:</b>	Company scheme subject to terms and conditions.
<b>Life assurance:</b>	Company life assurance scheme.
<b>Other Benefits:</b>	<ul style="list-style-type: none"><li>• Season ticket loan</li><li>• Cycle to work scheme</li><li>• Perk Box (employee money saving platform)</li><li>• Flexible working hours</li><li>• EAP (Employee Assistance Program)</li><li>• Social events e.g. Christmas party, summer party, International day, Charity events</li><li>• 1 a day (Fruit in the office)</li></ul>
<b>Location:</b>	CIArb Head Office, 12 Bloomsbury Square, London, WC1A 2LP
<b>Notes:</b>	<b>We are keen to encourage applicants from all identities and walks of life.</b>
<b>How to apply:</b>	To apply for this role, please click on <a href="#">HERE</a>
<b>Closing date:</b>	<b>31 December 2021</b>