



Recruitment pack



Loyalty & Trust
Professionalism
Dignity & Respect
Ownership & Accountability

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

Job description

Job Title: Senior Venues & Facilities Executive

Date: April 2022

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 17,000 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 42 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 12BSq room hire business and facilities requirements under the direction of the Venue & Facilities Manager.

Key Responsibilities:

- Assist and monitor to ensure all building procedures and performance measures are maintained at all times.
- Providing assistance in overseeing the day to day functions on the Venue and Facilities team; including the hospitality team.
- First Aid and Fire Marshal responsibilities in line with company training.
- Proactively evaluate potential problems and respond appropriately.
- Supporting the coordination of works by ensuring all room booking enquires are properly actioned.
- Ensuring first class customer service levels are delivered at all times by managing the quality of the 12BSq venue and CIArb office facilities.
- Assist with delivery of the sales and marketing plans for the 12BSq room hire business.
- Assist with reconciliation of daily activities via meeting room booking system.
- Establish and complete routine inspections; maintain purchase procedures for maintenance, cleaning supplies, office equipment and consumables.
- Assist with purchase orders, invoicing, account management and after sales service.
- Coordination and supervision of maintenance contractors when needed.
- Key holder responsibilities.
- Deputise for the Venue & Facilities Manager where required in all matters relating to the marketing, promotion, hospitality, facilities, health & 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/distribute accordingly and arrange couriers.
- Order office supplies such as stationery and consumables.
- Liaising with catering vendors.
- Providing support in supervising building planned and preventive maintenance (PPMs).
- Control of contractors.
- Reporting.

Requirements:

Essential:

- Minimum two years' experience working in venue and facility management preferred; supervisory and management experience a plus
- Experience of working in a hospitality environment.
- Effective at working under pressure.
- Knowledge of occupational safety requirements; experience in assisting with Health and Safety matters.
- Experience of working with AV/IT and 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.
- Excellent organizational and time management skills.
- Experience of working as a team leader, providing team support where necessary.
- Effective communicator.
- Working in shifts may be required therefore, flexibility is a plus to accommodate work schedule based on business needs.
- Attention to detail.

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.
- Technical experience applicable to facility buildings and systems
- H&S Qualifications/Certificates i.e. IOSH, NEBOSH, First Aid at Work, etc.

Summary terms and conditions

Contract:	Permanent, Full-time (35 hours per week)
Salary:	£28,000 per annum (plus paid overtime or TOIL)
Annual leave:	25 days holidays per annum plus UK bank holidays
Pension:	Generous Pension Scheme
Healthcare:	Company scheme subject to terms and conditions.
Life assurance:	Company life assurance scheme.
Other Benefits:	<ul style="list-style-type: none">• Season ticket loan• Cycle to work scheme• Gym/Fitness scheme• Eye care scheme• Perk Box (employee money saving platform)• Flexible working hours• EAP (Employee Assistance Program)• Wellness and Social incentives e.g. Christmas party, summer party, International day, Charity events, Financial Wellbeing seminars,• Training and Development opportunities• Enhanced Family policies
Location:	CIArb Head Office, 12 Bloomsbury Square, London, WC1A 2LP
Notes:	We are keen to encourage applicants from all identities and walks of life.
How to apply:	To apply for this role, please click on HERE
Closing date:	11 May 2022