

Recruitment pack



Loyalty & Trust
Professionalism
Dignity & Respect
Ownership & Accountability

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Job description

Job Title: Receptionist (Venue)

Date: June 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 16,000 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:

- To be the first point of contact for everyone entering the building; welcoming members, clients, staff, visitors, and contractors.
- Answer and transfer all incoming telephone calls and taking messages as appropriate.
- Assist with receiving of office items including posts, stationery and other deliveries.
- Sign for receipt of incoming parcels, notify and distribute accordingly.
- Open incoming posts, distribute or scan to recipients accordingly.
- Arrange couriers, prepare outgoing post for collection and record activity.
- Order office supplies such as stationery and consumables.
- Ensuring first class customer service levels are delivered at all times.
- Ensuring the Venue & Reception areas are presentable at all times.
- First Aid and Fire Marshal responsibilities in line with company training.
- Key holder responsibilities.

Further tasks and Responsibilities:

- Assist with room bookings and reservation enquires via phone and email, and updating the diary.
- Assist with meeting room setups, ordering and delivering catering to meeting rooms.
- Assist with raising of purchase orders for payment of invoices, invoicing, and after sales service.
- Assist with data processing of daily activities as required.

- Assist with internal communications and diary management.
- Support the Venue & Facilities Manager where directed in all business matters relating to the marketing, sales, hospitality and promotion of 12BSq room hire business.
- Provide further support with facilities, health and safety, and any other task within the operation of the CI Arb London headquarters and 12BSq room hire business.

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.
- Multitasking and stress management skills.
- Knowledge of MS Office packages e.g. Excel, Word and PP, Intranet, Web/Internet & MS Teams.
- 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.

Desirable:

- Experience of telephone sales, marketing and processing payments.
- Experience of working for a Chartered Institute, professional body, trade association or membership organisation.
- Knowledge or experience of meeting room booking systems – ARTIFAX EVENT preferably.
- Ability to deal with difficult customers virtually or face to face.
- Working in shifts may be required, therefore, flexibility is a plus.

Summary terms and conditions

Contract:	12 months Fixed-term contract
Salary:	£24,000 per annum (pro-rata) (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• Perk Box (employee money saving platform)• Flexible working hours• EAP (Employee Assistance Program)• Social events e.g. Christmas party, summer party, International day, Charity events• 1 a day (Fruit in the office)
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:	17 th June 2022