

ciarb.

INVESTORS IN PEOPLE™
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Recruitment pack



Ciarb is a charity incorporated by
Royal Charter under number 803725

www.ciarb.org



Job description

Job Title: Receptionist (Venue)

Reporting to: Venue & Facilities Manager

Terms: 28 hours per week (part time)

Location: London

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:

- 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 CIARB London headquarters and 12BSq room hire business.
- Assist with room set up prior to bookings, when required (inc. movement of furniture)

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.
- Must be ready, willing and able to move meeting room furniture around when required

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:	£25,440 per annum (pro-rated) (plus paid overtime or TOIL)
Annual leave:	25 days' holidays per annum plus UK bank holidays
Pension:	Generous Pension Scheme (from day 1 of joining)

Healthcare: Company scheme subject to terms and conditions.

Life assurance: Company life assurance scheme (4 x annual salary).

Other Benefits:

- Season ticket loan
- Cycle to work scheme
- PerkBox (employee money saving platform)
- Gym/Fitness scheme
- Flexible working hours – core hours
- EAP (Employee Assistance Program)
- Wellness and Social incentives e.g. Christmas party, summer party, International day, Charity events
- Financial Wellbeing seminars and access to e-portal
- Learning 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 [HERE](#)

Closing date: 25th January 2023

Working hours and flexible working

Our full-time employees are contracted to work 35 hours per week. We offer a range of flexible working patterns where possible to assist with a work/life balance and welcome applications from people wishing to work on a part-time or job share basis. We also operate a flexitime scheme that allows you to alter your start and finish times and take hours back that you have accrued. We are happy to discuss flexible working from day one.

Equality and diversity

Ciarb welcomes enquiries from everyone and values diversity in our workplace. A commitment to promoting diversity and developing a workplace environment where all staff are treated with dignity and respect is central to our recruitment process.

We are committed to the employment and career development of disabled people. We encourage all applicants to complete our Equal Opportunities Monitoring form provided with all application packs, to support us in delivering upon our equality programme.

Protecting your information

We are responsible for deciding how we hold and use personal information about you. We comply with data protection law and principles.