

ciarb.

INVESTORS IN PEOPLE™
We invest in people Standard

Recruitment pack



Ciarb is a charity incorporated by
Royal Charter under number 803725

www.ciarb.org



Job description

Job Title: Venue & Facilities Executive

Date: March 2023

Reporting to: Venue & Facilities Manager

Location: London – 100% office based

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:

General assistance with facilities and building maintenance.

- Assist with daily meeting room setup, i.e., tea & coffee station, basic AV equipment setup, providing all day assistance to clients using meeting spaces.
- Troubleshoot meeting room AV/IT faults and support routine network connectivity requirements.
- Assist with the delivery/collection of office items including post and stationery.
- Handling heavy loads in a safe manner (manual handling training can be provided).
- Assist with periodical Fire detection systems test and monitoring building access.
- Assist with maintaining the health and safety of staff, contractors, visitors, and vendors.
- Act as first aider and fire warden (relevant H&S trainings will be provided).
- Assist with the control and supervision of contractors on site i.e., PPMs and RAMS reviews.
- Ensuring the venue & reception areas are presentable and first-class customer service levels are always delivered.
- Assist with data processing and reconciliation of daily building activity records.
- Act as building Key holder.

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 and assist with ordering office supplies such as stationery and consumables.
- Assist with invoicing, account management and after sales service when required.
- Support the Venue & Facilities Manager as directed in all matters relating to the marketing, promotion, hospitality, facilities, health and safety, and operation of the Ciarb London headquarters.

Requirements:

Essential:

- Experience of working in a Hospitality Environment.
- Experience in assisting with Health and Safety matters
- Experience of working with AV/IT and data networks.
- 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, effective communication with good attention to detail.
- Experience of working as a member of a team, providing support where necessary.
- Working long hours and in shifts **will** be required therefore, flexibility is a key. This will include occasional late evenings and weekends.

Desirable:

- Experience of telephone sales and processing card payments.
- Experience of working for a Chartered Institute, professional body, trade association or membership organisation.
- Knowledge or experience of venue booking systems – ARTIFAX EVENT preferably.
- Knowledge or experience building management systems (BMS)
- Key holder and building security experience
- 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

Contract: 12 months fixed term contract, part-time (30 hours per week – the configurations of daily hours may change due to the business needs)

Salary: £29,000 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, 12-14 Bloomsbury Square, London, WC1A 2LP; This role is 100% office based so please only apply if the location is suitable

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: 22nd March 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 flextime 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 program.

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 and a copy of the privacy notice for job applicants can be found [here](#).