

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: Front of House Assistant

Date: September 2023

Reporting to: Head of Venue & Facilities

Location: London (Office based)

Overview

CI Arb 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, CI Arb 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 running and administering of the room hire booking process, hospitality and finance under the direction of the Head of Venue & Facilities.

Key Responsibilities:

- Assist with front desk reception duties such as welcoming clients, members, staff, visitors, and contractors whilst ensuring first class customer service levels are delivered and the venue & reception areas are presentable at all times.
- Act as building Keyholder, First Aider and Fire Marshal as and when required; full training will be provided.
- Providing a warm welcome to clients; assisting them and taking responsibility for their wellbeing.
- Assist with room bookings and reservation enquires via phone and email and updating the room booking system (ARTIFAX).
- Assist with raising of purchase orders, creating invoicing/credit notes, credit controls and other after sales services.

Further tasks and Responsibilities:

- 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.
- Support the Venue & Facilities Manager were directed in all matters relating to office admin, reception cover, switchboard handling, hospitality, facilities, health and safety, marketing, show around, after sales service, and other operation of the CI Arb London headquarters.

Requirements:

Essential:

- The ability to work autonomously or within in a team.
- Experience of working in a customer facing role such as in a hospitality environment with an excellent understanding of customer service, small meetings & events.
- Clear grasp of the English Language with excellent communication skills, internally and externally.
- Being able to adapt to different working conditions with a positive attitude
- Proficient telephone and IT skills including MS Word, Excel, Outlook, Teams, and internet searches.
- Experience of preparing meeting rooms with the ability to move chairs and tables when required.
- Experience of working with basic meeting room AV/IT.
- Experience in assisting with building health and safety matters serving as Fire Marshal & First Aider.
- Possess great time management and organisational skills, flexibility with exceptional work ethics.
- A multitasker with exceptional level of accuracy and attention to detail whilst working under pressure with a commitment to always provide the highest level of customer service.
- Working long hours and on a rotational shifts pattern will be required, therefore, flexibility is a plus. This will include occasional early mornings, late evenings, and weekends.

Desirable:

- Ability to deal with difficult customers.
- Experience of switchboard handling and telephone sales
- Experience of working for a Chartered Institute, professional body, trade association or membership organisation.
- Key holder with knowledge of building security, health, and safety.
- H&S Qualifications/Certificates i.e. First Aid at Work, Fire Safety etc.

Summary terms and conditions

Contract:	1 Year FTC to Permanent
Salary:	£28,000 per annum (Full-time 35 hours per week) 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
- Perk Box (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:

CI Arb 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:

Thursday 21st September 2023 at 23:59 (11:59pm.) We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

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 programme.

Disability Confident Committed Employer

As a Disability Confident Committed Employer, we have committed to ensuring that our recruitment process is inclusive and accessible. We will offer an interview to disabled people who meet the minimum criteria for the job and support any reasonable adjustments required. We also support existing staff who may have a disability or long-term health condition to enable them to stay in work.



If you tell us that you have a disability, we can make reasonable adjustments at interview and, if you join us, to where you work and to your work arrangements. We offer disabled applicants the option of requesting that their application is considered under the terms of our Guaranteed Interview Scheme (GIS).

To be invited to interview or assessment under this scheme, you must show in your supporting statements that you meet the minimum criteria for the role. The minimum is 60% of the shortlisting score across all essential criteria, except when it has been exceptionally agreed that this percentage score be lowered.

If you wish to apply under the GIS, please contact us. If you do not wish to apply under the GIS but do require us to make reasonable adjustments at interview, then please let us know what those adjustments will be.

A request under the Guaranteed Interview Scheme does not guarantee you a job. At interview, the best candidate will be offered the post.

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](#).