

Job Description

Post Title: Room Bookings & Reception Coordinator

Responsible to: HR & Administration Manager

Responsible for: Reception student staff team

Summary of post: To coordinate the Guild's room bookings service to deliver a professional event management service for staff, student groups, students, visitors and clients. To oversee and deliver the reception service, supervising the reception team to provide a welcoming and outstanding customer service. To provide wider administration support for Guild Committees and the HR & Administration department.

Responsibilities

1. To work with the HR & Administration Manager to ensure the provision of outstanding customer service to students, staff, visitors and clients, through the reception team, along with delivering a professional event management service through the room bookings service.
2. To coordinate and deliver the room bookings service across all Guild meeting rooms and venues, for staff, Officers and student groups; including the coordination of relevant staff and wider services to ensure an excellent delivery of events.
3. To ensure room bookings are administered effectively, in a timely manner, and in accordance with the Room Bookings Policy.
4. To liaise and work collaboratively with the Communications & Marketing team to ensure the provision of excellent facilities and services to external clients, using rooms, venues and related services.
5. To organise and chair the weekly room bookings operations meeting of relevant departmental staff, to ensure the effective coordination of room bookings and related services.
6. To establish productive working relationships and communications with all users and stakeholders,
7. To effectively utilise and manage the electronic room bookings system, ensuring the system is used to its full potential and providing training for staff and students where required.
8. To work on and supervise the Guild's reception desk to ensure all students, staff and visitors receive consistent and outstanding customer service from the reception team.
9. To deliver the Guild's reception service, supervising the reception team to ensure the reception desk is staffed at all times, and that customers are acknowledged promptly.
10. To be responsible for the day-to-day supervision of the reception team, including but not restricted to: recruitment, training, standard setting and monitoring.

11. To adhere to the Data Protection Act (2018), and ensure the reception staff team understand confidentiality and how it may affect their work.
12. To support the administration of Guild Committee meetings, as applicable, working with managers and Officers to prepare agendas, issue papers and record minutes.
13. To create and maintain administration processes and systems, as relevant to the role and duties of the post.
14. To undertake or facilitate general administration duties as requested by the Senior Management Team or HR & Administration Manager.
15. To identify improvements and recommend these to the HR and Administration Manager for consideration.
16. Adhere to all relevant Guild policy with particular reference to staffing, health and safety, environmental and any relevant policy where it may impact upon your role.
17. Undertake appropriate training and personal development as required for the role.
18. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
19. Participate as a member of the HR & Administration Department and wider Guild team.
20. Support the work of the HR & Administration Department, where necessary, in the event of sickness, holiday cover or other exceptional circumstances.
21. Undertake other such duties as may reasonably be required, consistent with the nature and grade of the post

March 2019

Person Specification: Room Bookings & Reception Coordinator

	You must be able to demonstrate in your application that you have;	Essential	Desirable
	QUALIFICATIONS		
1	Good general education to A level standard, typically including Maths and English at least to GCSE C or equivalent	✓	
2	Customer care qualification or equivalent		✓
	KNOWLEDGE AND EXPERIENCE		
3	Experience of working within a conference/hospitality environment		✓
4	Experience of providing excellent customer service	✓	
4	Experience of coordinating and promoting a service	✓	
5	Experience of working with a range of stakeholders, internal and external customers and clients	✓	
6	Experience of developing administrative systems and processes	✓	
7	Experience of supervising others		✓
	SKILLS AND ABILITIES		
8	Ability to plan and prioritise work effectively	✓	
9	Ability to communicate effectively verbally and in writing	✓	
10	Ability to establish productive working relationships with a wide range of stakeholders and customers	✓	
11	Ability to recruit, train, manage, motivate and develop others		✓
12	Understanding of Data Protection & confidentiality	✓	
13	Excellent organisation & administration skills	✓	
14	Creative thinking & problem solving skills	✓	
15	Computer literacy - standard office software (Use of electronic systems would be advantageous)	✓	
	PERSONAL QUALITIES		
16	Understanding of and a commitment to Equality of Opportunity	✓	
17	Team focused approach	✓	
18	Self-motivated	✓	
19	Flexible	✓	
20	Committed to continuously improving service delivery	✓	
21	Customer focus	✓	
22	Persistent & able to persuade others to meet your deadlines	✓	
23	Attention to detail and accuracy	✓	