

JOB DESCRIPTION

Job Title:	Head Receptionist / Administrator
Reporting To:	Operations Director
Status:	Permanent – 40 hours per week This is a full-time role. Flexibility is required as the role involves working some evenings and weekends.
Purpose:	To provide a professional reception / switchboard service and an effective and efficient administrative support function to the Operations Office ensuring the highest level of customer service is provided at all times.

Summary of Duties & Responsibilities

- To meet, greet and act as the central point of contact for all customers and clients to The International Centre in a professional and courteous manner.
- To be responsible for the training and rotaring of casual reception staff as and when required to ensure all shifts are covered.
- To receive telephone calls and re-route and/or take messages as appropriate within a rapid response time.
- To be responsible for small meeting rooms / small events, which involves meeting with clients, understand event requirements and to ensure the smooth running of their event.
- To be responsible for the selling of box office tickets both over the telephone and face to face.
- To undertake general ad hoc reception duties including photocopying, franking and sorting of mail etc.
- To be responsible for daily building checks, report and issue to appropriate HODs.
- To produce weekly rooming lists for events showing times for air-handling.
- To be responsible for booking internal meetings and issuing function sheets accordingly.
- To keep all licenses, insurance certificates and service records up to date.
- To keep suitable up to date records for PRS license information.
- To type up and issue incident / accident forms.
- To ensure stationery stocks for the Operations department are maintained.
- To produce Event Files and send out standard client letters.
- To keep the Organiser's Manual up to date; produce and issue DVDs and hard copies of Organiser's Manual to all clients as requested.
- To order internal signage for events within appropriate timescales.
- To order electronic signage for events with local authorities including the Highways Authority.
- To ensure hampers and relevant stocks are maintained and put together for organisers as required by the Event Planners.

- To organise meetings and take minutes as required.
- To ensure the departmental filing is completed within appropriate timescales.
- To carry out general administrative work for reception and Operational departments.
- To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.
- To act in accordance with all Health and Safety and hygiene regulations and to adhere to the Company's Health & Safety Policy.
- To attend all statutory training as & when requested.
- To arrive at work at the correct time and in the correct uniform (business attire) ensuring it is in immaculate condition.
- To behave in a friendly and hospitable manner to all clients and staff.