

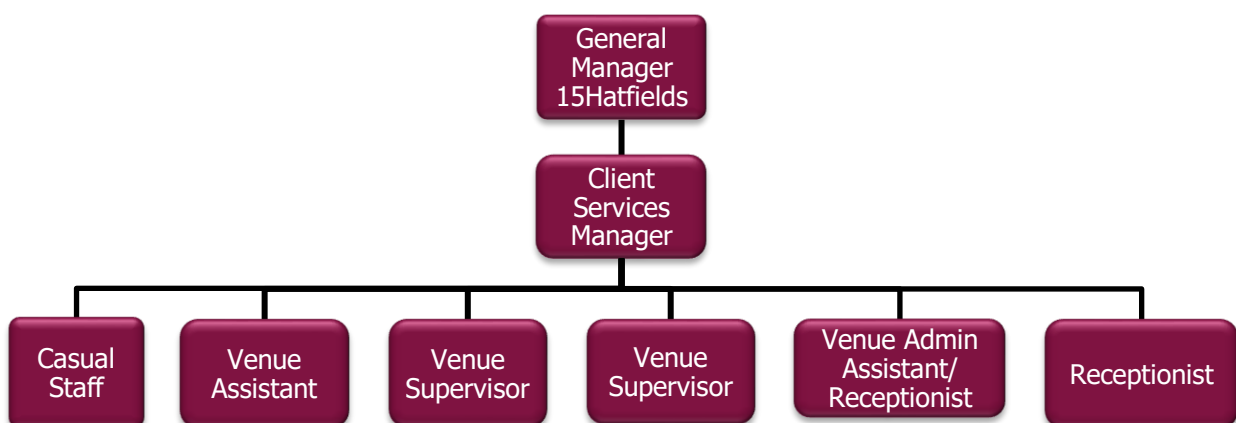
## Job description

Job title:	Venue Assistant (Full Time)
Reports to:	Client Services Manager
Title holder:	Vacant
Grade:	1

## Main objectives

To work closely with the Client Services Manager to support the delivery of all services contracted by both internal and external clients within 15Hatfields, ensuring that the high service levels are met and delivered to the highest standard and are in line with the internal Operations Manual. As an integral part of the team you will be required to contribute to the future development of the venue, servicing and delivering all meeting (internal and external) requests.

## Organisation Chart



## Key Duties

### Venue

1. Responsible for all meeting room and catering area set up and set down, including safe storage of furniture and equipment including store room areas.
2. To secure all AV equipment after events (laptops, mobile projectors, microphones etc) ensuring they are returned to the appropriate storage points and secured.
3. Ensure the cleaning schedule has been followed and documented in line with current practices.
4. To assign duties to casual staff under your supervision, conduct uniform checks, ensure they are following Health and Safety, Food Hygiene and manual Handling duties correctly as well as other company policy and procedures.
5. Ensure time sheets for casual staff have been submitted on a weekly basis.
6. Reception duties, which include operating the switchboard for CIEH, receiving deliveries and meeting and greeting clients and visitors
7. To advise the Venue Supervisor of items that need ordering.
8. To accept delivery of stock and ensure correct and safe storage of all items.
9. Stock Management – implement stock management system ensuring all stock is ordered when minimum levels reached and old stock is rotated.
10. To attend and support all weekly briefings and implement all new procedures.
11. Collection of all comment cards and pass to reception to update the data sheets.
12. To ensure you follow the guide lines on recycling in accordance with ISO14001 and Echamps policy
13. To ensure the venue is clean and tidy at all times as detailed within the internal operations manual.
14. To keep up to date with any new relevant training courses.
15. To follow any reasonable request issued by the management team.

### Client Management

1. Liaise with Client pre- event to establish setup requirements and agenda for the day.
2. To liaise directly with the client /event organiser for each event, and to be the first point of contact
3. To work with the Venue Supervisor to develop and execute the desired service

### Compliance with Regulations

1. Follow current food hygiene practices in accordance with FSBB regulations
2. Monitoring costs of all consumables
3. To accept hot and cold food deliveries and carry out random temp checks, follow the guidelines issued concerning the safe storage of cooked high risk foods. (food safety Manual).
4. Premises alcohol licence holder.
5. Carry out weekly catering orders for internal and external meetings when needed.
6. To act responsibly with data held by CIEH that you may have access to as part of your role, adhering to the provided guidelines and policies and reporting any concerns or possible breaches of data to CIEH's Data Compliance Officer.

## Special Features

1. Opening and closing the building on evenings and weekends when needed.

## Contacts

- Internal:** Close working relationships:
- Facilities team
  - IT Department
  - Marketing team
  - Plus all members of staff at CIEH
  - Trustees and Board Members

- External:** Customers, clients and visitors  
Facilities contractors  
Suppliers

## Person Specification

### Essential

- Experience at a bespoke conference and meetings venue
- Ability to create good working relationships with all customers and suppliers, including the ability to be tactful.
- Attention to detail and proactive attitude to meeting customers' requirements
- Good IT skills including basic Excel, ability to learn how to operate room booking
- Ability to learn how to operate meeting room equipment including AV, Air Con, lighting systems, reception function and switchboard
- Good verbal and written communication skills
- Ability to use own initiative, prioritise work and troubleshoot problems on behalf of clients
- Flexible attitude and willingness to cover for other team members as necessary
- Flexible to working hours as we can be open seven days a week from 6am to 1am

### Desirable

- Experience of working in a 5 star events and conference venue
- Qualification in health and safety, Manual Handling, Fire Warden certificate, First Aider
- Qualification in food safety, Food Handlers Certificate level 1.

## **CIEH is an equal opportunities employer**