

Job description

Job title:	Venue and Facilities Assistant
Reports to:	Client Services Manager
Title holder:	Vacant – Full time 35hrs per week
Grade:	TBC

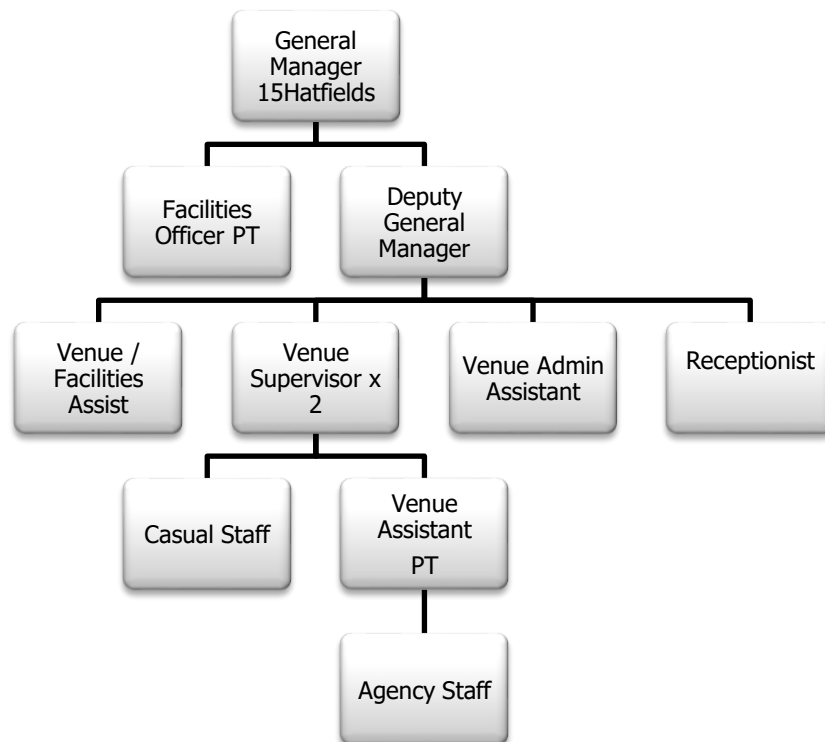
Main objectives

To work closely with the building onsite team to support the delivery of all services contracted by both internal/external clients/Tenants within the Head Office function.

Ensuring that the agreed high service levels are met and delivered and are in line with the company policies and procedures.

To have a combined role to deliver venue duties, facilities duties and support the remote working CIEH (Chartered Institute of Environmental Health) office departments with all office-based services.

Organisation Chart



Key Duties

Building Duties

1. Receive all in-coming mail and notify tenants it is in reception. Open and scan CIEH mail to various departments, following security procedures for cheques and unknown mail.
2. Ensure all registered mail is processed efficiently both in and out.
3. Monitor spice works (CIEH remote working departments request process), accordingly, respond and fulfil pre-agreed request, on a timely basis.
4. Be responsible for the franking machine for mailing out certificates, including levels of pre-paid postage
5. Support the Facilities Officer with Fire alarm checks and scheduled tests and checks
6. Regular stocktake of the cleaning cupboard consumables and the stationary cupboard, requesting orders when stocks are low to the budget holder.
7. Keep loading bay, cleaning cupboards and back-office storage clean and tidy and organised at all times.
8. Assist recycling company on collection days via loading bay
9. Assist Facilities Officer with floor moves, furniture collections any clear outs as required.
10. Assist Facilities Officer with H & S floor walks and building checks.
11. Advise the tenants of small package deliveries for collection and take deliveries to the tenant's respective floor.
12. Courier services for 15Hatfields clients with incoming and outgoing event deliver's
13. Support the Facilities Officer in escorting contractors around the building, including signing keys in and out of reception. (Handy man day support)
14. Assist with any onsite emergency cleaning, flooding, or spillage issues.
15. Any reasonable request from the Facilities Officer.

Venue Duties

1. To assist with room set ups and break downs as and when required
2. To assist bookings are on k express, log enquires and back-office support
3. To take calls, log enquires as per the procedure and pass on to the venue team
4. To help with cleaning process in the dispensing kitchen
5. Support all reasonable requests from the venue supervisors/reception teams

Reception cover

1. Reception duties, which include operating the switchboard for CIEH
2. Meeting and greeting clients and visitors for tenants and following signing in procedures, notifying tenants of arrivals.
3. Provide point of security screening on reception following CIEH procedures
4. Ensure all correct signage is in place both digital and printed
5. Keep the reception area clean and tidy and clutter free
6. Take calls and enquires for 15Hatfields thought the teams hunt number and forward to team
7. Notify Facilities Officer of any walk ins contractors or system failures on the fire alarm panel.

Compliance with Regulations

1. Follow current food hygiene practices in accordance with SFBB regulations.
2. All facilities and H & S regulations
3. 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 breaches of data to CIEH's Data Compliance Officer.

Special Features

1. Able to assist evacuating the building of clients, visitors, and tenants in a safe orderly manner, understand the full evacuation process, terrorism safety plan and fully trained on the alarm panels.
2. Provide onsite support for the following CIEH departments for office-based duties including, printing certificates, post in and out and reconciliation, send out IT equipment, in line with SLA's, for Education, Membership, Contact Centre, Policy, IT, Facilities, EMT. Marketing and Finance full duties list to be advised.
3. Support the Tenants on site and be a point of contact for any requests and information they may need.
4. Be a point of contact for any arising emergencies in the building and escalate through to management team/ departments.

Contacts

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

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

Person Specification

Essential

- Ability to quickly forge good working relationships with all customers and suppliers, including the ability to be tactful and assertive when needed
- Excellent attention to detail and proactive attitude to meeting customers' requirements
- Good IT skills including basic Excel, ability to learn how to operate room booking software, Spice works request sys-aid system. card access control software support
- Ability to learn how to operate meeting room equipment including AV (Audio Visual), Air Con, lighting systems, reception function and switchboard
- Excellent verbal and written communication skills
- Ability to use own initiative and act on it, particularly in an emergency.
- Flexible attitude and willingness to cover for other team members as necessary
- Flexible working hours as we can be open seven days a week from 6am to 1am

Desirable

- Experience of working in an events and conference venue
- Experience of Facilities fulfilment, post room experience
- 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