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|  | | | | JOB DESCRIPTION | | | Form JD1 |
| JOB TITLE: Hospitality and Meeting Room Support Assistant | | | | | **POST NUMBER:** 1100DRX | | |
| **REPORTS TO** (Job Title): | | | | | Facilities Management Supervisor | | |
| **DEPARTMENT:** CBSS Facilities Management | | | | | GRADE: 4 | | |
| **JE REF:** | | | 3568  B00837 | | PANEL DATE: | 131216 | |
| **1.** | **MAIN PURPOSE OF JOB:**  To deliver a high quality, professional, customer focused hospitality & meeting room service within West Offices.  To process requests and facilitate a comprehensive professional delivery of meeting room, hospitality and catering services, including the provision of hot & cold refreshments, buffet receipt, delivery, room set up and service.  To ensure that appropriate stock levels and supplies of dry & wet goods, crockery and associated equipment are adequately maintained and readily available | | | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | | |
|  | 1 | Operate the meeting room booking system and be responsible for ensuring all meeting room enquiries are responded to and dealt with in a timely manner. | | | | | |
|  | 2 | To deal with and professionally resolve customer enquiries over potential meeting room problems. | | | | | |
|  | 3 | Ensure all hospitality arrangements for meeting rooms are complete. Liaise with external suppliers including outside caterers and respond to/resolve queries directly where appropriate. | | | | | |
|  | 4 | Prepare and set up meeting rooms as requested by meeting with the host(s), focusing on required table layouts & seating arrangements, presentation aids and cleanliness of the room, contacting cleaning services requesting immediate corrective actions if required. | | | | | |
|  | 5 | Meet and greet the meeting host/trainer at the time of the event/meeting to check that all requirements are met and make them aware of the CYC housekeeping protocols relating to their specific event. | | | | | |
|  | 6 | Co-ordinate and diarise all AV (audio visual) equipment requested for meeting rooms.  Ensure the AV equipment is fit for purpose and in working order.  Prepare the relevant equipment in meeting rooms where appropriate.  Advise the Facilities Management Supervisor immediately if any equipment is found to be out of order or faulty and ensure that the supplier is contacted and that resolutions are performed within Service Level Agreement timescales | | | | | |
|  | 7 | Prepare recharge information on a monthly basis for accounts, using spreadsheets.  Complete meeting room usage statistical information in a timely manner. | | | | | |
|  | 8 | Make frequent routine visits to all West Offices meeting rooms, ensuring standard layouts and hospitality items are maintained as directed by the Facilities Management Supervisor. | | | | | |
|  | 9 | Respond to all Facilities Management hospitality related queries, as directed by the Facilities Management Supervisor. | | | | | |
|  | 10 | Operate the hospitality diary booking system, ensuring adjustments are accurately made for cancelled/rearranged meetings  Complete and update the service board on a daily basis for all bookings. | | | | | |
|  | 11 | Prepare, deliver and set up all beverage & refreshment requirements as to agreed time lines, layout and standards. Deliver externally booked buffets to meeting venues on time and dispose of any uneaten fresh food as quickly as possible at the end of catered events | | | | | |
|  | 12 | Ensure that all hospitality equipment is regularly cleaned, maintained and returned to the allocated storage cupboards located throughout the building on the floors/hub areas | | | | | |
|  | 13 | Regularly review stock levels, maintain required levels of stock, place orders, oversee deliveries and appropriate storage of hospitality items. | | | | | |
|  | 14 | The post holder must have the ability to provide instant solutions to client queries regarding room layouts, hospitality issues etc., which may be requested during hospitality delivery immediately prior to events or meetings which are due to imminently commence. | | | | | |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**  The post holder will have no supervisory responsibility. | | | | | | |
| **4.** | **CREATIVITY & INNOVATION**  The post holder will be required to use moderate levels of creativity and innovation to improve their day to day tasks in consultation with the Facilities Management Supervisor.  Creativity is required in determining corrective action for issues identified with the Audio Visual equipment, resolving where appropriate and determining the optimum escalation path for resolution where outside of knowledge and ability.    Innovation skills are required when organising meeting room layouts to make best use of space provided to provide the optimum solution for the meeting delivery.  To deal with customers in a professional manner at all times both face to face & on the telephone, and to be able to provide an excellent, high quality support service for the FM Meeting Rooms  To organise and prioritise workload to ensure seamless delivery of a comprehensive meeting rooms service. | | | | | | |
| **5.** | **CONTACTS & RELATIONSHIPS:**  The post holder will have close working relationships with staff from all areas of the directorate and at all levels especially Assistant Directors, Managers, Team Leaders, partnering organisations, Councillors and external organisations.  The ability to build good working relationships and provide a professional service to colleagues within the department and across the Council is essential in the provision of performance related tasks | | | | | | |
| **6.** | **DECISIONS – discretion & consequences:**  The post holder will be required to coordinate a relocation programme of meeting room solutions to accommodate urgent business needs, communicating with all stakeholders involved.  The post holder will be required to work set hours with a degree of flexibility. They will be expected to manage their own deadlines to agreed quality and time standards.  Initial identification of additional support services for events and meetings held out of core hours to be highlighted and raised with line management. | | | | | | |
| **7.** | **RESOURCES – financial & equipment**  Be responsible for audio visual/meeting room equipment | | | | | | |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**  **Work demands**  Duties involve some unpredictable workloads and interruptions. The post holder is expected to respond to unexpected and changing work demand appropriately and to manage and prioritise workload accordingly.  **Physical demands**  A high level of physical fitness is required. Frequent lifting and carrying is required in relation to preparing meeting rooms for use and delivering a trolley lead catering service  **Work conditions**  The post holder will be based at West Offices. On occasions flexibility around weekend working maybe required.  **Work context**  There may be occasions when the post holder is faced with increased work pressures due to internal demands.  Appropriate issues will be escalated and discussed with line management as required. | | | | | | |
| **9.** | **KNOWLEDGE, EXPERIENCE & SKILLS**   * The ability to advise and assist users on the appropriate and effective use of Audio Visual technologies and troubleshoot issues as they arise * The ability to deliver statistical reports and information on meeting room usage for all stakeholders within the building. * A willingness to undertake Basic Food Hygiene qualification * The post holder should have the ability to work as part of a team or on own initiative when required. * Have the ability to work co-operatively with others to maintain a professional customer based service. * The post holder should have good interpersonal skills – the ability to communicate confidently face to face, on the telephone and via computer * The ability to work flexibly and meet agreed deadlines. * Experience of providing a professional front facing hospitality service * Be ECDL (European Computer Driving License) qualified or equivalent. * Good working knowledge of Microsoft Outlook * Will need good time management skills to turn meeting rooms round especially on back to back bookings requiring speed and accuracy and the ability to work well under pressure when setting up and delivering hospitality services * To be able to order goods using P2P (training can be given) * Have strong organisational skills. * To be of smart appearance. | | | | | | |
| **10.** | **Position of Job in Organisation Structure**  (This post) FM Meeting Rooms Operative (2)  TFM Facilities Manager West Offices  Facilities Management Supervisor | | | | | | |