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**JOB SPECIFICATION**

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| **JOB TITLE:** | Receptionist/ Administrator |
| **FUNCTIONAL AREA:** | Finance & Resources |
| **LOCATION:** | The Barracks, Stirling |
| **REPORTING TO:** | Venue Manager |
| **SALARY:** | Grade 1 |

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| MAIN DUTIES/RESPONSIBILITIES |
| Job PurposeTo support the Venue Manager in the efficient, safe and effective operation of The Barracks site by providing a consistently high standard of professionalism when hosting staff, visitors and tenants, ensuring excellent customer service, in line with the Trust’s values, aspirations and goals in a key customer facing role.Key responsibilities Front of house/reception   * First point of contact for staff, tenants and visitors, welcoming them in a courteous, friendly, and professional manner, directing them accordingly. * Answer incoming calls in a prompt and professional manner, responding to stakeholders needs accordingly. * Maintain safety and security, complying with procedures and regulations and controlling access by issuing visitor badges and security fobs, as required. * Ensure all alarm fobs are issued correctly, key press and petty cash and records are up to date. * Support reception at Robertson House site in Glasgow, when required. * Ensure the reception area is maintained to a high standard. * Perform duties of Chief Fire Warden, ensuring all guests receive full details of evacuation process.   Event support   * Maintain meeting room and event bookings for internal and external guests using event management system and monitoring bookings mailbox. * Liaise with Facilities Assistant on event planning and room set up, including any Audio-Visual requirements, assisting Facilities Assistant, when required. * Liaise with catering supplier to manage any catering requirements for meetings and events.   Admin support   * Monitor booking mailbox, answer emails and offer advice around booking spaces within the Barracks Conference Centre * Organise and participate in first aid and fire safety training sessions. * Reporting on event and meeting room usage statistics. * Support the reporting of carbon emissions for The Barracks site. * Support the Venue Manager on tenders by liaising with contractors and gathering relevant information. * Minute taking at meetings, when required. * Liaise with approved suppliers and contractors, as required and ensure any compliance visits are recorded. * Ensure all minutes, tender documents and any other relevant documents are filed appropriately. * Liaise with Facilities Assistant to produce appropriate signage for site and relevant documentation for tenants and visitors.   **Other responsibilities**   * Adopt and demonstrate the Trust’s values. * Contribute to work supporting cross-cutting themes for the Trust, for example Equality Diversity Participation and Rights and Climate Change. * Build and maintain relationships with a wide range of key partners & stakeholders. * Support tenant needs accordingly. * Any other ad hoc duties, as required and directed by the Venue Manager. * Contribute and support the wider staff team, as required. |

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| **Signed by:** | Fiona Jamieson | **Date** | November 2023 |

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**PERSON SPECIFICATION FORM**

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| **FUNCTIONAL AREA:** Finance & Resources | **VACANCY REF. No:** |
| **JOB TITLE:** Receptionist / Administrator | **LOCATION:** The Barracks, Stirling |

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| **THE EMPLOYEE** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications/Experience**  What educational attainments must the candidate possess? What professional/technical skills and knowledge are important, and what kind of job experience should the candidate have? | * Demonstrable experience in a similar customer facing role, * Ability to communicate with multiple stakeholders, * Proficient in using Microsoft Office, * Ability to adapt and prioritise conflicting demands effectively, * Ability to work as an individual and collaboratively as part of a team, * Exercise professionalism and discretion always | * Competent in Zoom and Microsoft Teams * Good understanding of Sharepoint |
| **Special Aptitudes**  Are there any particular skills which are required for the job e.g. numerical, language, verbal reasoning etc. | * Excellent verbal and written communication skills * Excellent organisational and time-management skills * Excellent problem-solving skills and attention to detail |  |
| **Circumstances**  In terms of personal circumstances, what will the job demand / provide? | * Some travel may be required * Occasional evening and weekend working may be required |  |