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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 responsibilitiesFront 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
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| **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
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| **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
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