

FRONT OF HOUSE HOST

1 JOB DESCRIPTION

Faculty / School or Division: Research & Enterprise, Enterprise Services

Faculty/School or Division Address: Engine Shed, Temple Meads, Bristol, BS1 6QH

Job Family:	Professional & Administrative Services		
Grade:	D	Salary range:	£19,623 - £21,686 per annum, pro-rata
Hours of work:	35 hours per week	Contract type:	Fixed Term Contract – 12months
Work pattern:	Full-time	Vacancy Reference Number: SUPP108620	

1.1 Main Job Purpose

As a key member of the team running the University's Enterprise Services, including high profile Engine Shed, world-class SETsquared Business Incubator and pioneering Quantum Technology Innovation Centre (QTIC), being responsible for:

- Welcoming all visitors and connecting them to what they want
- Effectively and efficiently running and maintaining customer-facing areas, such as the combined reception area at Engine Shed, including as an essential support function of the SETsquared Bristol Centre
- Dealing with incoming calls and, as the first point of contact, providing a welcoming and friendly environment for visitors and existing and potential clients of all occupants of Enterprise Services facilities.
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1.2 Main Statement of Responsibilities

Customer Services & Support

1. Welcoming day visitors and tenants and acting as host to them
2. Sharing reception duties to be the first point of contact, welcoming visitors and general reception duties
3. Taking room booking enquiries by telephone, email or face to face, and ensuring accurate input to booking system
4. Setup and troubleshoot technology and audio visual equipment required for presentations and events
5. Be aware of the needs of visitors and respond to requests for assistance.

6. Day to day housekeeping of certain common spaces including reception and the business lounge and good communication with the wider team if there are any improvements to be made.
7. Assist with preparation of hired meeting rooms before hires and clear at the end, including manual activity for furniture movement.

Planning & Organising

1. Updating member and tenant details on distribution lists.
2. Maintain phone directory of all tenants
3. Receiving incoming post and internal distribution and despatch of outgoing post
4. Assist with opening and closing of the building at the start and end of each day where required.

Problem Solving

1. Resolving enquiries and requests from the public, tenants, Business Lounge members, Coworking members and SETSquared member companies with assistance from other staff as necessary
2. Enterprise Services manages multiplied sites and the Engine Shed is open for 8 hours each working day; it is important that the receptionist works in collaboration with the other front of house staff to provide a seamless and professional visitor experience.

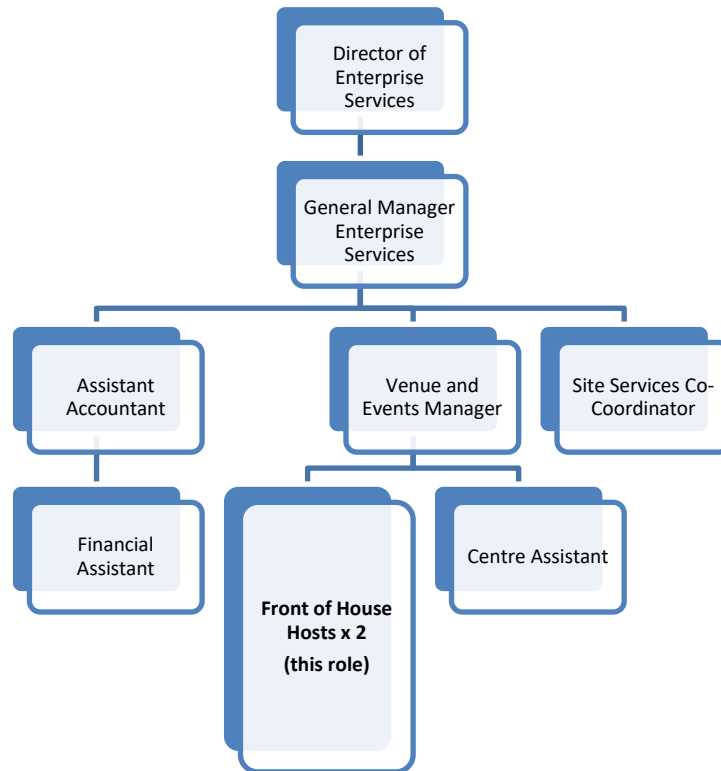
Continuous Improvement

1. Continuous monitoring of performance of own role and effects on others of that role and identifying and implementing improvements, or proposing improvements to line manager.
2. To carry out other ad-hoc duties as and when required by other members of the team in support of wider Enterprise Services operations.

1.3 Relationships

Line manager: Venue & Events Manager

1.4 Organisation Chart



1.5 Job Hazards/Safety Critical Duties (Pre-employment health screening)

The following duties are an intrinsic part of the role and any offer of employment will be conditional upon satisfactory health screening by the University Occupational Health Service:

Not applicable

2 PERSON SPECIFICATION

2.1 Relevant Experience, Skills and Knowledge

Essential

- Proven organisational ability
- Excellent IT skills and a willingness to develop these as required
- Ability to work well as part of a team and on own initiative
- Ability to multi-task effectively and prioritise under pressure
- Excellent time-keeping
- Good numeracy and literary skills

Desirable

- Reception Experience
- Event and planning experience

2.2 Relevant Qualifications

Essential

- GCSE passes (or equivalent qualification)

Desirable

- Intermediate Excel
- Current First Aid at Work qualification

2.3 Communication and Interpersonal Skills

Essential

- Excellent interpersonal and communications skills
- Excellent customer service skills
- Confidence with people at all levels
- Initiative to problem solve and find solutions

2.4 Additional Criteria

Desirable

- Ability to work out of hours either in emergencies or planned events
- Physically fit and capable of moving meeting room furniture as part of team