JOB DESCRIPTION

Job Title: Hospitality and Facilities Assistant

Department: Tyndale House, Operations

Responsible to: Buildings, Hospitality and Facilities Administrator

Last Updated: August 2017

Overall Purpose: Working with the Buildings, Hospitality and Facilities Administrator to support:

Processes and procedures to ensure excellent and timely customer service and hospitality at all stages of the customer journey with a pro-active focus on continuous improvement based on feedback from readers, residents and staff.

The management of buildings, facilities and services to provide a safe, clean and well maintained environment to support the ministry of Tyndale House for readers, residents, other visitors and staff.

Nature and Scope: Supporting the Facilities Administrator to ensure all users are safe and have a great environment in which to work and live in Tyndale House offices, houses, Library, flats, and gardens.
Principal Accountabilities

1. General
1.1. Administering all aspects of visitor admin i.e.
   - Signing visitors in and out of the building
   - Communicating with certain readers and residents prior to arrival
   - Alerting the relevant member of staff when visitors arrive
   - Ensuring that all users of library facilities are recorded on the booking system and liaising with finance office to ensure that appropriate fees are collected from short term visitors
   - Updating records on the booking system as appropriate
   - Checking with Hospitality and Facilities Administrator/Finance Office that payment has been received from visitors
   - Ordering and issuing parking permits
   - Giving out wi-fi codes
1.2. Taking and receiving telephone calls, receiving deliveries and ensuring they reach the correct destination
1.3. Dealing with incoming and outgoing mail in a timely way and updating the database if mail is returned.
1.4. Maintaining office and catering supplies
1.5. Ordering taxis for staff and visitors
1.6. Photocopying and printing documents when required
1.7. Act as a first aider
1.8. Assist Hospitality and Facilities Administrator with preparations for the arrival of new residents and with inspecting residential accommodation and checking inventories following on from departures, noting any damage
1.9. Assist Hospitality and Facilities Administrator with the organisation and smooth running of Tyndale House, Tyndale Fellowship and KLICE events

2. Customer Service
2.1. Efficient day to day running of a booking system for access to the library, residential accommodation and conferences giving timely responses to customer enquiries
2.2. First point of contact for enquiries about access to the library and accommodation
2.3. Ensure a warm welcome to Tyndale House for all visitors, staff, volunteers, interns and readers
2.4. Assist in Health and Safety Inductions for new staff, volunteers, interns or reader
2.5. Provide an excellent customer service, always looking for ways to improve the customer’s experience
2.6. To return to reception as required to offer a welcome or assistance
2.7. Preparing Notices/Emails for readers and residents
2.8. Liaising with Library staff with regards to desk bookings and arrivals of readers
2.9. Organise tea and coffee as well as bin rota and help when required
3. **Conferences, Meetings and Events**

3.1. Ensure that room bookings are processed (i.e. upper hex) and act as the point of contact for KLICE seminars and Tyndale Conferences

3.2. Complete online training in Food Safety and Hygiene Level 2

3.3. Prepare rooms, moving furniture (where applicable) and arranging refreshments and food as appropriate for external and internal meetings (i.e. Board of Trustees)

3.4. Under the supervision of the Administrator:

   3.4.1. Act as the main point of contact for the Tyndale Fellowship Conference (Summer), answering any email queries etc
   3.4.2. Take bookings and liaise with finance office to ensure that payment has been received
   3.4.3. Receive Bursary application forms
   3.4.4. With the administrator ensure the smooth running of the conference

4. **Buildings Management**

4.1. Provide instruction and arrange a rota for unlocking/locking the building and deactivating the alarm system in the mornings

4.2. Supervise contractors and action maintenance requests as agreed with the Buildings, Hospitality and Facilities Administrator

4.3. Helping to set up and clear away meeting rooms, including refreshments as required

4.4. Agreeing tasks with the Hospitality and Facilities Administrator to ensure a safe and smooth running environment for staff, residents and visitors

4.5. With the Administrator, carry out regular Health and Safety / Fire Safety checks as directed, reporting any defects immediately

4.6. Ensure a clean and tidy office environment is maintained.

4.7. To assist either on or off-site conferences and events

4.8. To cover occasional out of hours call-out for emergencies

4.9. To take on other duties or tasks as required to fulfil the role

5. **Key Skills and Experience**

5.1. Experience of working in a customer-focused environment with the ability to be tactful and persuasive

5.2. Able to occasionally work outside normal working hours

5.3. Ability to work independently as well as part of a team

5.4. Organised, able to prioritise and work to deadlines

5.5. A high degree of IT literacy with a sound working knowledge of MS Office

5.6. Professional telephone manner

5.7. High level of accuracy and attention to detail when inputting information into databases, completing paperwork and filing

5.8. Approachable individual with an enthusiastic and professional manner

5.9. Qualified or willing to be qualified as a first aider

5.10. Able to promote the Christian mission of Tyndale House
5.11. Able and willing to participate in the wider working life of Tyndale House, including prayer times and social occasions with residents and readers during normal working hours

5.12. Willing and able to take on other tasks as agreed with line manager