



**TYNDALE HOUSE**  
**CAMBRIDGE**

*Biblical Scholarship for the World Church*

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## **JOB DESCRIPTION**

**Job Title:** Hospitality and Facilities Assistant

**Department:** Tyndale House, Operations

**Responsible to:** Buildings, Hospitality and Facilities Administrator

**Last Updated:** August 2017

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**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

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## **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