

## DESCRIPTION

<b>POST TITLE</b>	Receptionist and Conferencing Administrator
<b>DEPARTMENT</b>	Operations and Management Support
<b>TEAM</b>	Reception
<b>RESPONSIBLE TO</b>	Assistant to Exec Pastor (Operations and Management Support)
<b>WORKING HOURS</b>	40 hours per week: Monday - Friday 8.00am – 4.30pm (1/2 hour unpaid lunch break) A job share arrangement will also be considered.
<b>RESPONSIBLE FOR</b>	No supervisory responsibility
<b>SALARY</b>	£22,317 - £24,749 per annum (Dependent on experience)

## JOB PURPOSE

- Extend a warm and professional welcome to all visitors, conference delegates, and KingsGate staff upon their arrival
- Provide administrative support and coordination for the effective running of reception for the Church and Conference business.

## Receptionist

1. Handle all external and internal telephone calls, providing an excellent service and processing all requests professionally and efficiently.
2. On an ongoing basis, ensure the reception and atrium areas are clean and tidy, taking immediate action with Facilities Supervisor/Cleaning Supervisor as required.
3. Manage the KingsGate Information email inbox, dealing with enquiries efficiently and responding to emails on behalf of KingsGate or forwarding to the appropriate member of staff.
4. Manage an effective system for all incoming and outgoing post and parcels liaising with the facilities team as necessary

5. Order and manage the supply of stationery items for staff team and conferencing department, ensuring best price possible and keep the stationery area well stocked and tidy.
6. Provide support to staff for any catering requirements and ordering supplies as needed for events.
7. Oversee and manage all lost property and continue to develop an efficient system
8. Manage the sign-in system for all visitors to KingsGate and be the first point of contact for any First Aid requirements.

### **Conferencing Administrator**

9. Provide initial brief to business organisers and business visitors on arrival, to include notification of:
  - Fire Alarm tests and evacuation assembly areas.
  - Smoking areas.
  - Other users of the building
10. Provide first point of call to business organisers for questions and immediate support, taking time to forward issues to the appropriate Dept (Facilities or Conferencing) for further action.
11. Act as liaison between business event organiser and catering team/conference team on:
  - Minor changes to refreshment times.
  - Changes to catering serving times.
  - Changes to dietary requirement.
  - Changes to contracted deliverables.
  - Any additional, chargeable, requirements.
12. On a daily basis, consult with the Weekly Checklist to assist in ensuring a client's contracted deliverables are met and that event signage has been provided and in place before an event commences.
13. Assist the conferencing team in managing and processing email and phone enquiries:
  - Use booking form to collate booking information from calls for the team to produce quotes.
  - Send booking forms in response to enquiries requiring more information.
  - Politely decline enquiries (via email or phone) that are unsuitable.
14. Assist the conferencing team in keeping the enquiries spreadsheet up-to-date
15. Assist the team with managing the Conferencing inbox

16. **Be an effective internal and external ambassador for KingsGate, promoting the organisation's vision and values, positive corporate reputation through active partnership with other relevant stakeholders.**
17. **Positively manage your own personal development to make sure you maintain the technical and professional competence required to effectively perform your role and meet the standards of the organisation.**
18. **Contribute to and help promote positive communication across the organisation, constructive relationships and effective staff feedback methods.**
19. **Support your Manager in identifying, assessing and managing potential risks involved in work activities and processes.**
20. **Demonstrate a commitment to Safeguarding by reading, understanding and personally applying the safeguarding policy and procedures, undertaking basic safeguarding training and ensuring any incident is reported immediately.**
21. **Keep confidential, and do not share inappropriately with colleagues or third parties any information on matters and circumstances which are sensitive and could be damaging to the organisation's reputation or business.**
22. **Record and use information in accordance with KingsGate procedures and legal requirements i.e. Data Protection.**
23. **Comply with health and safety requirements.**
24. **Adhere to the Vision and Values of KingsGate.**
25. **Perform any other tasks that may arise from time to time which are appropriate to this level of post.**

All staff members at KingsGate have the activities shown in bold included within their job description.

**This job description was reviewed by the Exec Pastor (Operations and Management Support) in May 2023.**