**Job Description**

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| **Department:** West Yorkshire Manufacturing Services |
| **Job Title:** Office Administrator & Events Assistant | **Job Grade: tbc** |
| **Responsible to:** Office Manager | **Date: January 2024** |
| **Purpose of job:** To provide customer service, hospitality and administrative support. |
| **Duties and responsibilities**Administration* Administer training course, meeting room and event bookings, by phone/email/in person.
* Ensure accurate records are maintained.
* Provide administrative support to colleagues as required.
* Work with colleagues and senior staff to ensure the effectiveness and efficiency of the administrative function.
* Support with sales and marketing activity liaising with clients to increase course/room bookings.
* To attend and contribute to meetings and training sessions as required, sharing ideas for further development and improvement.
* To maintain up to date electronic filing and contact management systems.
* To carry out other appropriate duties as required by management.

**Customer Service & Hospitality*** Respond to telephone enquiries and associated receptionist duties in a timely and effective manner.
* Provide a first point of contact welcoming customers and visitors to the venue.
* Liaise with event and meeting room organisers/coordinators to ensure that they have everything they need to ensure a positive and enjoyable visit.
* Liaise with the office manager to ensure appropriate stock levels for refreshments.
* Organise catering requirements for training courses, events and meetings as appropriate.
* Liaise with event hosts and trainers to ensure that timings for refreshments are agreed and refreshments served in line with agreed timings.
* Ensure the timely and efficient clearing of rooms to minimise disruption.
* Assist with the set up and clear down of meeting/function rooms.
* To carry out other appropriate duties as required by management.
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| **Department:** West Yorkshire Manufacturing Services |
| **Job Title:** Office & Events Assistant |
|  | **Essential** | **Desirable** |
| **Experience** | * Administration
* Customer Service/Reception
* Record input and maintenance
 | 2-3 years in similar office environmentExperience of accounting software packages ie. Sage/Xero/Quickbooks |
| **Skills, knowledge and abilities** | * MS Office 365 including Outlook
* Numerate and literate
* Attention to detail and accuracy
* General knowledge of communication and information technology (Computer literate)
* Ability to follow procedures and guidelines
* Ability to use initiative
* Ability to work as part of a team
* Ability to handle pressure and to work to deadlines
* Ability to work to performance targets
 | CRM Systems |
| **Education/Training** | * GCSE English and Maths or equivalent
 | Business administration apprenticeship or qualification (NVQ II/III) |
| **Personal attributes** | * Self -motivated and reliable
* Takes ownership of work-related problems
* Methodical and organised
* Supports colleagues
* Flexible and resilient to changing work patterns and conditions
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**Person Specification**