**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 environment  Experience 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 |  |

**Person Specification**