

Job Title:	Conference and Reception Assistant
Reporting to:	Executive Assistant to COO
Day to Day Supervision by:	Head Receptionist
Location	St Margaret Clitherow Centre, Archdiocesan Office, Croxteth Drive, Liverpool L17 1AA

Mission Statement

“Taking to heart the last words of the Lord Jesus, we will go into the world to proclaim the Good News to the whole of creation.”

Job Summary

To provide high quality conferencing support and reception cover for LACE and SMCC.

Main Duties and Responsibilities

Conference Centre

1. Respond to enquiries to book rooms and events, providing accommodation details and prices as requested.
2. Process bookings when confirmed, entering into the software and sending out confirmations.
3. Meeting and greeting customers on the day of their event, ensuring they are directed to their room, meet their contacts for the day and understand building housekeeping.
4. Provide a visible presence and respond to any on the day issues e.g. problems with IT or catering.
5. Sending out invoices after events.
6. Produce reports related to bookings and budgets to support planning and budgeting.
7. Updating the conference centre website, social media and internal communications.

Reception Cover

1. Greet visitors to the SMCC, ensuring they are signed in and shown to the appropriate room.
2. Greet contractors and ensure they have appropriate documentation to undertake work, visits are recorded on building registers and issues are escalated appropriately.
3. Answer phone calls in to the switchboard, transferring calls, taking messages or responding to queries as appropriate.
4. Take delivery of post and parcels, sorting by team and ensuring they reach their destination.
5. Respond to internal requests for room bookings, ensuring they are booked in the calendar and catering / AV booked.
6. Support production of any print requests received from staff, ensuring printing is high quality and deadlines are met.
7. Check meeting rooms are cleared and re-stocked after meetings.
8. Support with ordering of stationery and equipment for the SMCC and Conference Centre.

Administration Cover (cross functional)

1. To undertake general administrative duties such as typing of letters and other documents, photocopying, scanning, printing, creating and archiving records and maintaining databases.

2. Attend meetings to take minutes, later circulating minutes and actions following approval.
3. Researching and creating presentations for meetings or training sessions under direction of individual officers.
4. Organising meetings including coordinating diaries, sending invitations, booking and organising meeting rooms / electronic meeting links, compiling the papers for the meetings, issuing agenda and packs and greeting guests.
5. Supporting the estates helpdesk including receiving and responding to emails and telephone calls and arranging small works with approved contractors, monitoring progress and supporting invoice authorisation process.

General

- Where necessary, attend, support, and contribute to in house and external training programmes to aid continuous individual and group development.
- At all times act in a professional and appropriate manner and actively promote the ethos of the Archdiocese of Liverpool.
- To undertake such other duties as may reasonably be required that are commensurate with the post holder's level of responsibility and experience.

Confidentiality

During your employment, you may gain knowledge of confidential matters, which may include personal and/or business-related issues. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Data Protection

Where it is a requirement of the job for the post holder to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate and that confidential information for example, passwords, is not communicated to unauthorised individuals.

Safeguarding

The post holder, during the execution of this role, is unlikely to come into regular contact with children and vulnerable adults. At the date of issue, this role, having been assessed by the Archdiocesan Safeguarding Department, has been deemed not to require a Disclosure and Barring Service check.

Health and Safety

All employees are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts and omissions.

Display Screen Equipment Users

Section 39 of the Employee Handbooks states that employees who, following a suitable assessment, are deemed to be a Display Screen Equipment (DSE) User will be eligible to have an eye test funded by the Archdiocese of Liverpool and, where necessary, financial support towards the costs of lenses.

This post does require the job holder to habitually use DSE as part of their normal work and therefore is classed as a Display Screen Equipment User.

Voluntary Duties:

During your employment, should you wish to engage with any activities in your local parish community, these are deemed voluntary in nature and must be undertaken outside of your contractual working hours, as they do not form part of your employment with the Archdiocese.

General Clause:

This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time after consultation with the post holder. Any changes will be agreed in conjunction with the designated line manager.

Signed by Employee: **Date:**

Print Name:

Signed by Line Manager: **Date:**

Print Name:

Qualifications	Essential
	Level 2 Maths and English or equivalent.
Experience	Desirable
	Level 3 Business Administration qualification.
Skills and Knowledge	Essential
	<p>Willingness and confidence to speak on the phone and to greet customers visiting the Centre.</p> <p>Strong interpersonal skills and ability to work collaboratively with other teams.</p> <p>Excellent time management skills with the ability to organise and prioritise your own workload to meet deadlines.</p> <p>Ability to quickly learn new processes and terminology.</p>
Personal Attributes	Desirable
Personal Attributes	Essential
	<p>In sympathy with the mission and ethos of the Roman Catholic Church.</p> <p>Understanding of confidentiality in the workplace.</p> <p>Willing to be flexible in tasks carried out to support the wider team.</p> <p>Some occasional flexibility with working pattern to meet the needs of events.</p>