



 Priory Campus Pontefract Road
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Job Description-118

Title: Reception and bookings Administrator

Hours of work: 16 hours per week (Evening and weekend work where necessary)

Job Purpose

To promote, provide and administer an efficient sales service to all customers, and potential customers of Barnsley CVS premises and other facilities provided by Barnsley CVS.

Main Duties

1. To welcome visitors and ensure that their needs are met as a matter of priority, provide an efficient and friendly first point of contact for all customers
2. To receive phone calls and deal with appropriately
3. To supervise reception areas and ensure the registration, safety and comfort of all visitors
4. To assist in serving customers with refreshments, photocopying, resources.
5. To take bookings for events & meetings and enter on the bookings system
6. To maintain awareness of events and activities within the buildings so that accurate information is always available
7. To assist in the organisation of events and meetings, including ordering of supplies, set-up and clearance.
8. To work closely with the Office Manager and buildings staff to ensure the appropriate staffing is in place for events
9. Liaise with on-site contractors and feedback to appropriate person for decisions as required
10. Order stationery and keep a log for finance department
11. To be an appointed person for the premises & a Fire warden
12. To communicate with the buildings team at all times

13. To maintain confidentiality of organisations and individuals
14. To observe and implement Barnsley CVS policies and procedures
15. To undertake other tasks commensurate with the post as required

Person Specification – Reception and Bookings Administrator

Criteria	Essential	Desirable
<ul style="list-style-type: none"> • Skills • Knowledge • Abilities 	<ul style="list-style-type: none"> • Good organisational and time management skills • Accuracy and reliability • Ability to manage own workload with minimal supervision • Ability to communicate effectively both written and orally with a wide range of people • Ability to work effectively as part of a small team • Experience of Microsoft office programmes • Willingness to undertake appropriate training and personal development • Ability to operate a friendly service together with high levels of security and confidentiality • Experience of dealing with telephone and email enquiries • Experience of working with the general public • Experience of using a bookings system • 5 GCSEs (Grades A-C) including English and Maths or equivalent 	<ul style="list-style-type: none"> • Experience of working in the Third Sector • Experience of ordering systems • OCR/ECDL qualification • Food Hygiene Certificate • Experience of event organisation
Other	<ul style="list-style-type: none"> • Committed to good practice in equality & diversity matters • Awareness of the importance of GDPR compliance 	

I have read and understand the above job description and person specification and fully understand my roles and responsibilities within the company. I will raise any concerns of training needs with my line manager.

Name	
Signature	
Date	

