**Contract:** Permanent, part time (26 hours per week)
**Based at:** Office based in Chesterfield
**Salary:** £18,928 (£25,480 FTE) per annum

**1. MAIN PURPOSE OF THE ROLE**

**To provide and operate as the supervisor for a professional, customer focused and welcoming front of house service alongside supporting the Facilities and HR teams with their administration activities.**

The postholder also is responsible for ensuring sufficient cover is in place to respond to inbound calls, visitors and mail at the Chesterfield and Nottingham offices between 9am to 5pm, Monday to Friday (excluding bank holidays).

Enquiry team members must be approachable, solution focused, welcoming, enthusiastic, proactive and detail oriented. It is essential to be comfortable interacting with internal and external customers by phone, video call, in writing and in-person.

**2. POSITION IN ORGANISATION**

* Reports to the Director of Resources.
* Supervises Enquiry Support (two part time colleagues).
* Day-to-day liaison with internal and external customers, and members.
* Day-to-day liaison with the Facilities Coordinator.
* Regular liaison with the People Adviser.

**3. DUTIES AND KEY RESPONSIBILITIES**

General:

* Answer calls professionally and promptly then pass on clear and detailed information to the right people for action
* Accurately record and process inbound and outbound mail/deliveries
* Monitor and respond to the video doorbell for up to two premises
* Take ownership and pride in the entrance areas, keeping it presentable, secure, welcoming and up to date at all times
* Greet visitors, manage sign-in procedures and raise awareness about security protocols
* Help to achieve and adhere to department service-levels
* Monitor own email and phone mailbox and others as needed for cover, actioning requests in a timely manner
* Helping to book meeting rooms, or for internal colleagues upskilling them to learn how to directly, and refreshments for departments you make orders for
* Create purchase requisitions, track purchase orders, issue and goods receive orders on the company finance system
* Act discreetly, always observe data protection and confidentiality
* Operate with an excellent attention to detail
* Provide good customer service to internal and external customers, including making internal and external customers feel welcome – virtually and in-person
* Ensure that protocols and legislation are adhered to and practiced
* Promote Chamber services and values
* Build positive working relationship with colleagues, contacts, members and suppliers
* Any other reasonable duties as required of the role.

Supervision:

* Utilise the appropriate methods of communication, and promote these methods to the team
* Conduct performance supervision and training support including regular one to one meetings, welfare check ins and 3-monthly appraisals for Enquiry Support, taking direction about objectives and goals from HR
* Provide day to day supervision for Enquiry Support to ensure a professional and efficient service, and any issues are resolved, escalated or responded to appropriately
* Assign and ensure regular tasks are completed to the expected standard
* Oversee new task requests and monitor workload for Enquiry Support, seeking guidance/escalating where appropriate
* Ensuring closure notifications are shared with customers, updating phone lines, premises and virtual
* Upskill the Facilities department where possible, including continually identifying process improvements and helping colleagues to understand any changes
* Maintain and keep up to date the office rotas and phone lunch cover rota, as well as producing the weekly office rota tallies
* Organise (and participate in for Chesterfield) the Chamber’s front of house area cover for Chesterfield and Nottingham; ensuring that the role/desk(s) and phones are covered between 9am to 5pm, Monday to Friday
* Induct new team members to maximise their ability to succeed in role
* Relay/seek advice via HR for any queries and concerns where unsure or need to raise awareness of
* Share knowledge and have input in the development of Facilities (including Enquiry Support) processes
* Ensure monitoring of refreshments, first aid kits and shared office supplies are correctly undertaken
* Ensure monitoring of certifications (first aid/fire related and mental health first aid) are correctly undertaken
* Ensure Nottingham and Chesterfield franking machines are up to date and available for use (including reporting expenditure).

Facilities support:

* Support with maintaining accurate records of maintenance schedules, service contracts, inspections, and supplier contacts
* Assist with logging and tracking premises-related work requests and liaising with contractors.
* Maintain stationery and office supplies, including premises-related stock.
* Help update and maintain site access and health and safety documentation.
* Customer Relationship Management (CRM) System data entry (e.g., raising invoices and updating customer records)
* Prepare tenant invoices in accordance with the relevant timeline, including sourcing accurate figures for licenses, postage, printing and electricity usage
* Generate monthly virtual office tenant invoices
* Organise premises checks, escalating facilities actions, highlighting any health and safety concerns, and updating trackers
* Actively contribute to the delivery and progression of the Chamber’s commercial virtual office service
* Undertake weekly fire alarm testing at Chesterfield, and ensure this is completed at Nottingham
* Support with communications drafting to provide status updates on outstanding tasks or to raise awareness
* Complete access control administration as required
* Act as a fire warden and first aider for Chesterfield (training provided).

**4. PERSON SPECIFICATION**

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| --- | --- | --- |
| **Knowledge*** Knowledge of Chambers of Commerce
* Knowledge of the business support landscape in the counties of Derbyshire, Nottinghamshire and Leicestershire
* Good level of numeracy and literacy
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| **Experience*** Supervising a small front of house or admin team
* Relevant and demonstratable experience of managing a reception area
* Proven customer service experience
* Managing difficult customers
* Comfortable using computers and have good keyboard skills
* Confident to speak to people in English via telephone or in-person
* Operates in a calm and approachable manner
* Positively challenging team members to enact process improvements/deliver services appropriately
* Drafting communication to provide status updates
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| **Skills and abilities*** Excellent organisational and administration skills
* Capable of collaborating and managing people in-person and remotely
* Strong communication (written & oral skills)
* Good level of resilience
* Great time keeping skills
* Accepting of advice/guidance from others
* Able to give constructive guidance/feedback to others
* Able to motivate/uplift their team
* Highly motivated - can work as part of a team and independently
* Proactive in approach for work
* Good attention to detail
* A willingness to learn and an interest in working with people
* Good level of skill in Microsoft Office and Cloud based applications
* Understands and maintains confidentiality and data protection
* Able to provide cover during periods of leave for other Chesterfield based Enquiry Support between 9am to 5pm, Monday to Friday (to be arranged in advance as and when required)
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| **Personal attributes*** Takes responsibility
* Celebrates and is proud of success
* Supports others and works well with a team
* Creative and challenges tradition
* Must be dependable and reliable
* Must be able to exercise tact and diplomacy at all levels
* Must be able to work under own initiative
* Must be prepared to work flexibly in terms of working hours
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**5. OTHER INFORMATION**

This role is not suitable for agile working (it is office-based) due to the nature of the duties onsite.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_