



Reception and Events Support

**Deadline for applications:
Monday 25 October 2021**

**Interviews will be held on:
Thursday 4 November 2021**



Background

The Old Fire Station is a community hub, opened in September 2017. Our aim is to run a thriving, welcoming centre in East Leeds where all are made to feel valued and safe, whilst providing the opportunity to learn, develop and engage in positive activities. The refurbishment of the former Gipton Fire Station was funded by Leeds Community Foundation as a legacy to East Leeds, via the generosity of the late Jimi Heselden. The Old Fire Station is home to six charities, has an onsite café open to the public and hires out space for meetings and events on a daily basis.

Purpose of Role

To support The Old Fire Station Team and volunteers to provide excellent customer service for reception, events and activities.

A typical working week would be 10.00am – 2.00pm three days a week, normally Tuesday - Thursday. Flexibility to work on a rota system required, as is ability to work approximately one weekend shift per fortnight.

Job Description

Job Title:	Reception and Events Support
Responsible to:	Development Manager
Contract:	The post is subject to a three-month probationary period and is offered on a permanent contract
Hours:	12 hours per week, usually Tuesday to Thursday between 10am and 2pm. There may be some need to work outside contracted hours. Overtime may be paid and/or time off in lieu may be given where excessive out of hours working is required.
Salary:	£18,278 FTE, actual salary £5,928 (in line with the real Living Wage)
Location:	The Old Fire Station, Gipton Approach, Leeds, LS9 6NL
Benefits:	25 days annual leave (pro-rata) per annum, plus Bank Holidays (pro-rata), employee health plan and company pension scheme



Responsibilities

1. Covering reception, including some hours outside of standard opening hours: greeting customers, assisting visitors, providing telephone answering service.
2. Providing events support: making sure bookers' requirements are met, problem solving any issues that arise, assisting with audio visual equipment.
3. Setting up furniture and equipment according to the customer's room requirements. Clearing rooms after an event is completed and turning them round for the next booking.
4. Reception & bookings admin tasks: making, editing & cancelling bookings, processing card payments, responding to enquiries face to face, by email and over the phone.
5. Supporting the promotion of The Old Fire Station and its room hire facilities: mailouts, newsletters, social media.
6. Supporting cleaning staff with additional regular cleaning of all public areas, including: ensuring public and tenants' WC areas are kept clean, well-stocked with relevant supplies and that appropriate sanitary collections take place; internal and external window cleaning, maintenance of garden and grounds.
7. Ensuring effective capturing of feedback on the building, taking appropriate action, and collecting and collating data and statistics, where relevant.
8. Ensuring compliance with key policies and procedures relating to premises management including: Health and Safety, Fire Safety.
9. Working flexibly to facilitate out of hours events, locking up the centre, ensuring the safety and security of the building.
10. Supporting The Old Fire Station team and volunteers to deliver community wide events.

General

1. Ensuring accurate and timely record keeping on the systems used.
2. Taking part in regular, reflective supervision and appraisals to ensure both the delivery of a good quality service and personal and professional development.
3. Attending any required training that will increase knowledge and proficiency in your specified area of work.
4. Attending any meetings deemed necessary by management.
5. Working collaboratively and restoratively with colleagues, stakeholders, service users, consortium partners and other agencies.
6. Working within the organisational policies, procedures and values, including the organisation's Equality & Diversity Policy, promoting diversity and inclusion in all aspects of work



Person Specification

To be demonstrated as part of your C.V. and cover letter, as well as at the interview:

Experience

Essential

1. Experience of covering a busy reception: welcoming people, responding to enquiries face to face, by phone and email.
2. Experience of working in customer facing roles, with a proven record of courteous and helpful service to members of the public.

Desirable

1. Experience of providing event support, responding to changing needs of customers quickly and efficiently.
2. Experience of event management: organising and running events.
3. Experience of using an event booking system.
4. Experience in marketing: using online and print materials to promote events and services.

Knowledge and Qualifications

Essential

1. Good level of literacy and numeracy.
2. Good IT skills: confident in the use of emails and online procurement, able to learn new software for the role (e.g., room booking system).
3. Basic cash handling skills: petty cash, processing card payments.

Desirable

1. AV equipment skills e.g. projectors, screens, sound systems.

Skills, Qualities and Attitudes

Essential

1. Excellent communication and customer service skills.
2. Able to prioritise workload and show initiative.
3. Physically fit enough to assist with organising rooms for meetings and events, able to work at heights e.g. moving furniture, arranging equipment etc.
4. Flexible to work different shifts as required by business needs.
5. Knowledge of cleaning techniques.
6. High attention to detail.
7. Able to keep calm and problem solve under pressure.

Desirable

1. Resident in the neighbourhood.
2. Knowledge of The Old Fire Station.