

St Peter's Home & Sisterhood

Job Description

- Job Title:** Front of House Administrator, St Columba's House
- Accountable to:** Chief Executive
- Salary:** £23,000 per annum pro rata for 15 hours per week. (£9,200 actual gross salary).
- Line Manager:** Front of House Team Leader
- Liases with:** Working closely with other members of the Front of House Administration team, liaising with Clients, catering and housekeeping staff, the Financial Controller, the Chaplain, Facilities Manager, and the Chief Executive
- Hours:** 15 hours per week. The hours will be worked 9.30am to 2.30pm each Monday, Thursday and Friday.
- Additional flexibility will be required to cover holiday or sickness absences and busy periods in the house. Additional hours could be taken on a TOIL basis or overtime at the discretion of the Team Leader.
- Annual holiday entitlement is 28 days pro rata.
- Job purpose:** To maximise the use of St Columba's House by guests, by creating bespoke bookings for our clients, ensuring guests have a pleasant stay and maintaining the efficient general administration of St Columba's House. This is one of three posts in our front office which all share, broadly, the same purpose.

Person Specification:

- Highly organised, methodical and proactive
- Able to juggle multiple tasks and constant interruptions
- Ability to prioritise
- Team player
- Good communicator
- Excellent computer skills
- Good level of literacy
- Good telephone manner
- Warm, approachable demeanour
- Professional approach
- Flexible working hours

Key tasks:

1. Hospitality

- Ensure that the clients at St Columba's House receive a warm welcome and appropriate help during their stay.
- Assist in maintaining the Reception Office open hours (weekdays 9am -5pm), providing holiday and sick cover when needed.
- Ensure that the reception area and clients' facilities are ready and usable at all times.
- Give "welcome" talks to residential groups, outlining fire procedures, housekeeping matters, etc.
- Troubleshoot immediate bookings and work with group leaders to ensure their needs are met – e.g. assisting with room set up, troubleshooting AV equipment problems, etc.
- Prepare room allocation lists and room keys for incoming guests.
- Ensure any changes in guests needs on arrival (e.g. unexpected dietary requirements) are handled sensitively and that appropriate communication takes place with relevant staff.
- Give site tours to potential clients.

2. Bookings

- Ensure that potential clients receive an efficient service for enquiries, booking, billing, payment, and feedback.
- Assist potential clients' booking enquiries, using an appropriate sales manner to convert as many enquiries into bookings as possible. Be clear about the facilities we offer, setting client expectations to an appropriate level. Manage our availability and offer alternatives whenever first choices are not available.
- Co-ordinate and maximise the use of St Columba's House taking into account clients' needs and the House's practical limitations.
- Create accurate quotes from enquiries, keeping clear records. Recognise client potential and refer special cases to the Team Leader and/or Chief Executive.
- Allocate residential and meeting rooms through a computerised booking system, ensuring sufficient data is gathered, and is input with consistency and accuracy and that communication with relevant staff takes place where necessary.

- Troubleshoot medium and long term bookings which might lead to issues (e.g. quick bedroom turnarounds, car parking needs, noise levels, etc).
- Take, respond, and follow up enquiries and bookings received by telephone, email and post.
- Ensure compliance with the booking policy agreed by the Council of Trustees.
- Use our online booking system to produce reports as needed.
- Assist in preparation of weekly briefing sheets summarising bookings.
- Liaise with relevant staff to ensure clients' needs can be met before bookings are finalised.

3. Invoicing

- Keep accurate records of all bookings charges and changes so that accurate invoices can be drawn up.
- Prepare and issue invoices and receipts to all clients ensuring that timely and accurate billing takes place.
- Take deposits where appropriate.
- Ensure, in conjunction with the Financial Administrator, that all invoices are paid promptly according to booking policy guidelines.

4. Records and data

- Record and maintain statistical information about the use of the House and prepare quarterly occupancy and catering statistics and other reports as required.

5. Finance and banking

- Liaise with the Financial Controller to record and bank the weekly takings from fees, donations and sales.
- Record credit and debit card payments.
- Maintain the petty cash account weekly.
- Request cheques or BACS payments as required.
- Agree and authorise payment for invoices received up to £250.
- Assist in the preparation of the annual budget.

6. Catering and housekeeping

- Liaise with the chef-manager regarding catering and housekeeping needs where appropriate.
- Provide accurate reports to the chef-manager and update information on an ongoing basis.
- Liaise with the chef-manager and housekeepers regarding residential requirements.
- Inspect all meeting facilities daily to ensure readiness for visitors and clients.
- Identify and record minor repairs and ensure that they are remedied.

7. Health and safety

- Test and log fire alarms and drills according to fire regulations.
- Ensure the security of the House and safety of guests.
- Be aware of legal requirements concerning health and safety. All members of staff have a responsibility to take reasonable care of the health and safety of themselves and others who may be affected by their actions or omissions.
- Attend health and safety and fire training.
- This role will involve an enhanced DBS check.

8. Other tasks

- Fielding calls and e-mails for the charity as a whole, ensuring appropriate actions taken.
- Be familiar with building facilities and equipment and do basic troubleshooting where appropriate.
- Any other appropriate tasks that may from time to time be delegated by the Chief Executive.
- Provide assistance to the Financial Administrator if required.
- Provide cover for other staff during holidays and sickness.
- There are opportunities for interested staff to develop special interests that will enhance the work of St Columba's House, provided that the general administrative duties of the post continue to be achieved.