

St Peter's Charity/St Columba's House

Job Description **Part Time Front of House Administrator**

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| Job Title: | Front of House Administrator, St Columba's House |
| Accountable to: | Chief Executive |
| Salary: | £27,500 per annum pro rata (£14.10 per hour, £11,733 actual) |
| Line Manager: | Front of House Team Leader |
| Liaises with: | Working closely with all members of the Front of House Administration team and all other members of staff including casual bank staff |
| Hours: | <p>16 hours per week. The hours will be worked usually on a pattern agreed with your line manager. In the first instance the shift pattern will be:</p> <p>Wednesday 9am-3pm Thursday 9.30am to 1.30pm Friday 11am to 5pm</p> <p>with some flexibility to cover staff holidays and sickness.</p> <p>Annual holiday entitlement is 28 days pro rata.</p> |
| 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 with an eye for detail.
- Thrives under pressure and able to manage in a crisis.
- Able to prioritise and juggle multiple tasks and constant interruptions.
- Team player who communicates well between departments.
- Good communicator across multiple platforms including face to face, email, telephone.
- Trouble shooter who is able to manage competing priorities proactively.
- Comfortable working in a small team following established processes to ensure consistency for our guests and staff.
- Excellent computer skills and unafraid of unfamiliar technology with a willingness to learn in a self-guided manner as well as through formal training.
- Good level of literacy including a good level of written and spoken English and good numeracy skills
- Professional approach with a warm, approachable demeanour
- Willingness to help out in other areas of the business when needs arise.
- Confident to be lone working occasionally.

Key tasks:

1. Hospitality

- Ensure that 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 -4.30pm).
- 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.
- Encourage and carry out site visits for potential clients in a welcoming and professional manner.
- 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 Controller, that all invoices are paid promptly according to booking policy guidelines.

4. Finance and banking

- Liaise with the Financial Controller to record and bank the weekly takings from fees, donations and sales.
- Take and 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.

5. 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.

6. Health and safety and Training

- 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 fire training (provided by an external trainer, but paid for by us).
- Attend First Aid at work training and act as one of the First Aiders for the charity (provided by an external trainer offsite, but paid for by us).
- Attain Level 2 food safety and allergen training (online training provided)
- This role will involve Safeguarding level 1 training (online training provided).

7. 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 Controller if required.
- Provide cover for other staff during holidays and sickness (this may include assisting with food service).
- 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.

MH September 2025