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| JOB DESCRIPTION |  |

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| **ROLE:** Events and Visitor Services Administrator  **LOCATION:** Coventry Transport Museum  **RESPONSIBLE TO:** Conferencing and Events Manager  **RESPONSIBILE FOR:** N/A | **CONTRACT:** Permanent  **WORKING HOURS:** 25 hours  **SALARY:** Grade 4 |
| **OVERALL PURPOSE AND OBJECTIVE OF THE ROLE:**  To be the first point of contact for the public via phone and email, and to provide comprehensive and efficient administrative support to all teams across the Trust. | |
| **MAIN DUTIES AND RESPONSIBILITIES:-**  **Conferencing and Events Delivery**   * Ensure effective administrative processes are conducted for conference and events from point of contact to service delivery through to final invoicing, coordinating and liaising as necessary between all internal departments and external suppliers to support the Conferencing and Events Manager. * Dealing with all relevant correspondence regarding conference and events requirements, to include all meeting room requirements, catering requirements, special diets, etc, ensuring attention to detail in all correspondence. * To support conferencing and Events Manager in the updating and issuing of booking contracts according to set deadlines and forward to clients for approval and confirmation, again ensuring attention to detail by the team. * To ensure you are part of working effectively with other teams across all Culture Coventry venues, and be confident to act on your own initiative to ensure conferences and events go to the agreed plan. * Be able to work across occasional evenings and weekends to meet the demand of the conferencing and events diary.   **Administration**   * Handle all incoming calls to the main Trust numbers and emails to [info@culturecoventry.com](mailto:info@culturecoventry.com) ensuring: * All enquiries are responded to promptly. * Enquiries for local Coventry tourist information are transferred to the Tourist Information Centre; and * Relevant calls/emails are relayed to staff promptly. * Administration and coordination of all group and school bookings to all venues ensuring: * Visitor/schools are made aware of the relevant site facilities and full activity information on the proposed day of the visit; * Full group requirements are understood in relation to access, numbers, session requests, any special requests; * The promotion of revenue generating items such as: tour fees, guidebooks, simulator tickets, family workshops, goody bag etc.; * Relevant and timely communications with teams to confirm and plan bookings to the relevant sit; * All details of bookings are uploaded on the internal booking system; and * A monthly listing of all school bookings is provided to the finance team for invoicing. * Review and replenish stationary supplies as and when needed. * Update internal telephone lists in conjunction with the HR to ensure accurate staff listings/changes. * Receive and distribute the post for all staff at CTM and HAGM. * Point of contact for photocopier maintenance and supplies at CTM and HAGM. * Process and record purchases on the Trust credit card in accordance with Financial Procedures. * Maintain gift aid and donations administration records and letters of thanks, including supporting Duty Manager to empty donations boxes. * Provide general administrative support to individuals and teams as and when required. * Develop administrative frameworks to enable the organisation of this area of work, maintaining appropriate records that can be used for reporting, evaluation, future planning and development. * Work with the team to plan and coordinate work experience placements, supporting students considering a career in this sector. * Collate statistics for input into monthly reporting by the Visitor Services & Operations on areas such as: donations, gift aid, numbers of school and group bookings, tickets sold for events etc. * Keep abreast of activities across all sites and within Coventry to enable a professional and prompt response to visitor enquiries.   **GENERAL RESPONSIBILITIES:-**   * To embrace and lead by example on the company’s key values; * Identify and review risks with your Line Manager as part of the organisational risk register; * Contribute to the ongoing review and development of the Trusts policies and procedures to support continuous improvement; * Ensure adherence to all Trust policies and procedures; * Ensure your teams comply with and understand all Health & Safety policies and requirements; * Support and input into the organisational digital strategy as required; * Identify and collaborate with potential key external stakeholders; * Identify fundraising or sponsorship opportunities and highlight these to your Line Manager; and * Ensure adherence to the GDPR in respect of all data collected and maintained. * To carry out tasks at a range of sites that are either operated or managed by the Company or where services are delivered by the Company. * To promote Equality and Diversity and ensure full compliance with Company policy. * To undertake other duties and provide short-term cover where necessary, as specified by Management, which are appropriate to your qualifications, experience and general level of your position. | |
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| PERSON SPECIFICATION | | | |  |
| **Criteria** | **Essential** | **Desirable** | **Evidence** |
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| Previous experience in a similar role | 🗹 |  |  |
| A positive and flexible ‘can do’ attitude | 🗹 |  |  |
| Friendly and approachable nature | 🗹 |  |  |
| Clear, confident and professional telephone manner. | 🗹 |  |  |
| Experience of working within a sale or events environment. | 🗹 |  |  |
| Excellent communication skills. | 🗹 |  |  |
| Good standard of written skills. | 🗹 |  |  |
| Ability to travel between sites within the working day. | 🗹 |  |  |
| Experience of working towards targets and KPI’s | 🗹 |  |  |
| Excellent attention to detail. | 🗹 |  |  |
| Ability to influence | 🗹 |  |  |
| A team player with an approachable manner | 🗹 |  |  |
| Good understanding of IT, including the Microsoft Office package. | 🗹 |  |  |
| The ability to multitask and stay calm under pressure. | 🗹 |  |  |
| Ability to creatively think in order to problem solve | 🗹 |  |  |
| Knowledge of the Mitel Phone systems is desirable, but not essential as full training will be provided. |  | 🗹 |  |
| Local Coventry knowledge is desirable, but not essential. | 🗹 |  |  |
| Previous experience operating a busy switch board. | 🗹 |  |  |
| Evidence of GCSE Maths and English at Grade C or above. | 🗹 |  |  |
| Business & Administration NVQ Level 2 or 3. |  | 🗹 |  |
| Good attention to detail to ensure effective communication. | 🗹 |  |  |
| Able to sue different communication styles to ensure enquires are handed appropriately. | 🗹 |  |  |
| A team player with an approachable manner. | 🗹 |  |  |
| A flexible approach to work with the willingness and ability to work outside standard hours on occasion. | 🗹 |  |  |

**Date Created:** November 2019

**Date Amended:**