

## Job Description: Front of House Assistant

**Base:** Centre Celf, Tremont Road, Llandrindod Wells, LD1 5EB

**Hours:** 8 hours a week over two days

**Salary:** £10.50 per hour

**Duration:** Fixed term contract until 31<sup>st</sup> March 2021

**Probation Period:** One month

**Accountable to:** Community Arts Officer.

### Context

This post is to be responsible for the room bookings in Centre Celf as detailed below and to undertake other routine office tasks.

Celf o Gwmpas is a community arts and health charity based in Llandrindod in Centre Celf. Centre Celf is based close to the centre of Llandrindod Wells. It is an accessible building. We let out office and other space to people who are key-holders and who do not need to book in or out with us. We have a large space that is popular with local groups and we get regular enquiries about booking the space for meetings or events.

### Scope of the post.

This is an office-based post. Celf o Gwmpas Trustees regularly review and up-date COVID safe working, following Welsh Government requirements or guidelines.

This post is for 8 hours a week. There will be times when you will be in the office and the building on your own.

### Tasks and responsibilities.

#### To be responsible for taking room bookings:

- Taking phone enquiries for room bookings, clearly noting all relevant details
- Check availability on required dates
- Ensure bookings meet the aims and values of Celf o Gwmpas – checking with others as necessary.
- Follow up on messages/inquiries taken by colleagues
- Sending enquirers all the relevant paperwork

- Entering bookings into the diary
- Informing finance officer of bookings and rate for invoicing
- Arranging to meet and brief hirers (Covid requirements, fire procedures, keys, access, health and safety etc.) making sure all relevant paperwork is signed and stored correctly
- Enter all required information into the monitoring system
- Inform staff regularly of bookings
- If working on days when rooms are booked – ensuring all chairs and tables are clean and stored appropriately

#### **To undertake routine office procedures**

- Checking fire alarm
- Dealing with general inquires
- Organise servicing of the boiler
- Liaising with the cleaner, including ordering supplies as requested.
- Updating notice boards.

#### **Ensure safety of Centre Celf visitors**

- When on duty, ensuring accident and incident reports are prepared and filed/distributed as appropriate
- Ensuring all paperwork concerning hiring and Covid regulations is completed.

#### **Other tasks as required**

There will be times when you will be in the office and Centre Celf on your own at times.



## Front of House Assistant

### Person Spec.

#### Essential: Experience

- Experience of organising or managing activities requiring liaison with different people and keeping methodical records (Such as after school activities, or arranging local events, or being secretary for a local organisation)
- OR - other experience that can show us that you can undertake the role
- Confident using Microsoft Office – including Excel

#### Qualities

- Confident and pleasant phone manner
- Welcoming to all people coming to Centre Celf
- Efficient and organised
- Willing to work to Celf o Gwmpas' policies and values, including our Welsh Language and Equal Opportunities policies
- Willing to learn (if necessary) basic Welsh greetings and pronunciations to use on the phone and in the office.
- Enthusiastic about the Arts and the importance of creative activity for our key groups of adults with learning disabilities and people living with dementia.
- Reliable

#### Desirable

- Experience of working in an office environment
- Experience of using a database
- Some Welsh language confidence (can be at a basic greetings level)
- First Aid training

