



Receptionist - Front of House & Department Support **(Full Time)**

Events Department
MARCH 2018

Receptionist / Front of House for Events Department

- Deliver the professional greeting of clients and visitors to the highest standard by maintaining a welcoming and friendly atmosphere (making drinks for waiting clients where appropriate)
- Maintain a high standard of tidiness in the office, specially the FOH and seating area
- Develop strong communication within the FOH team whilst reporting to other teams
- Liaising with each team to ensure full and proactive business support is provided
- Assess any FOH procedures, with a view to revise and constantly improve.
- Answering, routing incoming calls and call logging
- Managing & screening emails from the events@trumanbrewery.com inbox
- Collecting and routing mail
- Managing office & event deliveries
- Resolving any queries by assessing enquiries and routing to relevant team and or person (ops, sales, markets, social)
- Liaising with accounts to manage petty cash
- Scanning, photocopying, faxing and filing documents
- Responsible for replenishing office supplies
- General ad-hoc duties

Landlord Errands

- Any requests that the landlords, and senior managers may ask of you

General Support – Website

- Update pictures of Events Venues online under events section
- Update pictures of Estate Rooms online under Estates section
- Making sure the most recent floor plans are being used
- Make sure venue information is correct on website, update and edit
- Add events/markets press listings online
- Add images to gallery section of website
- Plan and upload listings to promote upcoming events
- Managing all Press and Client Image requests – broad understanding of the site and the image library, awareness of what will be of use and where it can be found.
- Research projects as and when requested

General Support – Ops

- Keeping track of keys going in and out of office
- Supporting Ops during the week and on weekends during live events
- Troubleshooting on the day and trying to resolve anything that comes up
- Spotting and reporting any maintenance issues that arise
- General site vigilance



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General Support – Sales

- General support for Sales team
- Greeting clients routing them through when team member available
- Good understanding of event types and all venues
- Able to assist with keys
- Able to assist on recces
- Able to send out basic information on venues (images, floorplans, specs)
- General ad-hoc duties

General Support – Markets

- General support for market team
- Greeting market traders and routing traders through when market team member available
- Able to assist with market payments at busy periods
- Able to send out basic information regarding trading at busy periods
- Support markets team during busy weekend shifts

General Support – Special Projects

- General support for any of our special projects like FreeRange, Gallery Six, 91 Selects & Vegan Nights
- Greeting clients routing them through when team member available
- General ad-hoc duties

General Support - Social Media

- Support Social Media team by way of idea generation, event coverage, photography or any other support tasks
- Liaising with clients, market traders, tenants etc. to produce strong content for our outward communications
- General vigilance to any live opportunities

There may be other responsibilities that we hand over to you as and when appropriate, depending on your skill and personal development.

Skills and Characteristics required:

- Presentable, friendly and outgoing character
- Excellent interpersonal and communication skills
- Excellent telephone manner
- Efficient organisational skills with good time management and attention to detail
- Ability to prioritise workloads and meet tight deadlines
- Proficient computer skills including knowledge of Excel, Power Point, Word and Outlook
- Ability to demonstrate personal drive and commitment to work



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- Able to use initiative to consistently revise and improve FOH procedures
- Knowledge of East London

Holiday:

We offer 28 days holiday paid (8 of which are bank holiday). The remaining should be used 5 days per quarter unless agreed in advance. Holiday entitlement begins after your first 3 months of working.

General Working Hours:

Monday to Friday 9am-6pm & Weekends. Weekend coverage required: 3 weekend days a month with 1 day off Mon-Fri and 1 full weekend a month off with 1 weekday day on.

Starting Salary: available on application