

## ISE JOB DESCRIPTION

### **Job Title: Women's Enterprise Hub receptionist, meeting and events assistant**

**Location:** Women's Enterprise Hub, 249A Ladypool Road, Sparkbrook, Birmingham B12 8LF

**Hours of Work:** Monday – Friday 9:00 – 17:00 (flexible working required)

**Holidays:** 22 days per annum

**Salary:** TBC – Living Wage

### **Background**

We are looking for an enthusiastic receptionist and events assistant to support the continued success of the Sparkbrook Women's Enterprise Hub. Following a massive refurbishment, the Hub offers inspiring office units, co-working space, a place to meet, access learning, support to develop women led businesses and community activities. We are keen to develop the Hub as a local facility for women led businesses and local women and we offer high quality spaces for organisations that provide services to local people.

We are looking for someone who will help promote a positive message to the local community. We are looking for someone who is enthusiastic and helpful and who will enjoy having a positive impact on the women who use the Hub. You will have good interpersonal skills, organised, administration skills, experience and experience of customer care.

### **Job Purpose**

To provide reception and events support function for the Women's Enterprise Hub that includes, greeting clients, providing events support, answering the telephone, and anything that supports the work of iSE to deliver its high quality business support to women and organisations using the Hub.

### **Duties and Responsibilities specific to the post**

1. To act as the first point of contact for clients, external partners, service users and visitors to the WEH both face-to-face, over email and over the telephone.
2. To take room bookings for workshops and courses, support the booking process and utilise the digital booking systems in place.
3. To be responsible for room set up for training courses, network events, workshops, seminars and events
4. To serve, replenish and clear away refreshments for all meetings and events (e.g. teas, coffees, buffet lunches, breakfasts and dinners).

5. To deal with tenant enquiries and general issues and to liaise with the Centre Manager where required
6. To undertake general administration duties as and when required
7. To contribute to the innovative working environment at the WEH and iSE to grow and develop women led businesses
8. To support with marketing activities using social media
9. To support and promote the development of the Women's Enterprise Hub in Birmingham

### **General**

1. At all times to work in such a way as to promote Equal Opportunities.
2. All duties and responsibilities must be carried out with due regard to iSE's Health & Safety Policy
3. Duties which include processing of any personal data must be undertaken within iSE's data protection guidelines
4. To attend internal meetings as required, and in general to contribute to and otherwise support iSE events, activities and publication
5. To undertake other necessary, reasonable duties and appropriate tasks as requested by the posts line manager

### **Team duties and responsibilities**

1. To support the staff team and contribute to the organisation's development, through team meetings, team activities and supporting contract delivery where appropriate
2. To support the development of new and improved working and systems as appropriate to the needs of the business
3. To work flexibly as required, occasional evening or weekends may be required

### **Other**

1. To keep up to date with developments in social media and topics relevant to the social business and women's enterprise sector
2. To attend training, seminars and conferences as advised by Line Manager

### **Relationships**

Accountable to the WEH Centre Manager and CEO at iSE

### **Special Conditions**

Some duties must be undertaken on site whilst others will be undertaken elsewhere.  
Some duties will require the post holder to work outside of statutory hours as well as weekends if and when required.

## EQUAL OPPORTUNITIES IN EMPLOYMENT POLICY STATEMENT

iSE will ensure that all existing and potential employees receive equal consideration and is committed to the elimination of unlawful or unfair discrimination on the grounds of gender, race, disability, colour, ethnic and national origin, nationality, sexuality, marital status, responsibility for dependants, religion, trade union activity and age (up to 65).

### What we expect of the post holder:

- To work as part of the iSE team to achieve our organisational goals
- Adhere to iSE’s principles and values
- Maintain and develop your own effectiveness within iSE, including taking responsibility for your health and general welfare in your own professional development as it relates to iSE’s mission
- Be prepared to adapt to the changing environment that iSE, as a developing organisation, may experience
- Bring to iSE’s attention issues of concern that could affect its ability to achieve its objectives, including its support of you in your own role
- Support colleagues within the team and the organisation
- iSE is a small dynamic organisation. As such job descriptions may change over time. It is anticipated that staff will be supported in coping with changing job descriptions where appropriate through, for example, the provision of suitable training.

### Person Specification

Criteria	Essential
<b>Knowledge &amp; understanding</b>	<ul style="list-style-type: none"> <li>• Experience of working with the general public and customer care</li> <li>• Hosting and delivery of events</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills throughout all forms of communication</li> <li>• Ability to work on own initiative and as part of a team</li> <li>• Attention to detail</li> <li>• Fully computer literate – able to confidently use a range of Microsoft Office packages</li> <li>• Excellent verbal and written communication skills</li> <li>• The ability to deliver high quality work and prioritise conflicting demands</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working as a member of a team</li> <li>• Experience of providing reception and hosting support</li> <li>• Experience of providing administration support</li> <li>• Experience of managing own workload</li> </ul>
<b>other</b>	<ul style="list-style-type: none"> <li>• A ‘can do’, solutions focussed attitude to the work environment</li> <li>• Willingness to learn</li> </ul>

**This job description will be reviewed and updated at intervals when necessary in consultation with the post-holder.**