

THE CHARTERED INSTITUTION OF HIGHWAYS AND TRANSPORTATION – JOB DESCRIPTION

Job Title:
Front of House/Receptionist (4 Days per week) – working Monday to Thursday
Reports to:
Office Manager
Job Purpose
<ul style="list-style-type: none"> • Ensure the smooth running of all reception services (the front office). • First point of contact for customers/members of the Institution (visitors, telephone callers, email enquirers, users of meeting rooms etc). • Provide support for internal and external 'customers' using the meeting rooms. • Respond to enquiries, maintain records and raise invoices for paying customers. • Administrative support on facilities matters and maintenance of bookings records.
Key Contacts (if applicable)
<ul style="list-style-type: none"> • All staff of the Institution; Members; potential Members; organisations and individuals hiring rooms; suppliers and contractors.

Key Responsibilities
<ul style="list-style-type: none"> • Welcoming visitors, advising and helping them, or directing them to the right person to advise where appropriate. • Answering telephone calls made to the main office number in a courteous and efficient way redirecting to relevant member of staff where appropriate. • Take bookings for the meeting rooms and manage the main buildings diary; maintain statistics on bookings and ensure bookings are invoiced accurately and on time. • Contribute to the proactive promotion of Space@119 as a venue to attract new customers and retain existing customers. • Arranging catering, AV and ensure rooms suitably laid out. Generally looking after clients (internal and external) and ensure all facilities are provided. • Set out lunches (provided by external caterers), clear up after meetings, including clearing glasses and plates, loading a running dishwasher. • Maintain general tidiness and cleanliness of FOH areas. • Order general catering supplies as needed • Receive, open and distribute incoming post and deliveries; frank outgoing post. • Book accommodation and travel (mostly train tickets) for Members and Staff. • Support to other departments, particularly for events management, and the 'back office' – such as preparing bulk mailings for posting, inputting data and general typing. • Other duties within the competence of the job holder as required by the Institution.
Dimensions
<p><i>Budget Responsibilities</i> None</p> <p><i>Headcount responsibilities</i> None</p>

Personal specifications

- Good general education – including mathematics and English.
- Excellent written and spoken English and numeracy.

Skills and competencies

- Well presented, with the personality and standing to represent the Institution to visitors and on the telephone.
- Strong customer service focus, a welcoming approach – with a strong liking for and interest in, people.
- Shows a sense of responsibility to achieve the task set
- Adaptable: prepared to carry out routine tasks as well as more challenging work.
- Demonstrable experience of coping with multiple demands at once, while remaining helpful and polite.
- Ability to undertake some lifting and manual handling duties.
- Responds flexibly to changing circumstances including a willingness to change pattern of hours or attendance to suit business needs (role will entail some evening and early morning tasks).
- Enthusiastic and a good team player.
- Stays calm in pressurised and demanding situations
- Robust knowledge of Microsoft O365 and ability to use Excel to produce statistics and reports to aid management reporting on meeting room usage”.
- Accuracy and good attention to detail.

CIHT Diversity & Inclusion Statement

CIHT members, Trustees and staff have a responsibility to create an environment that values equality and diversity.

CIHT strives to be an inclusive organisation that

- values the contributions that people from diverse backgrounds make to Highways and Transportation.*
- believes that everyone should be treated with dignity and respect.*
- works to identify and remove unnecessary barriers to working in the industry*
- actively encourages people from all backgrounds into membership*
- takes a lead in championing diversity and inclusion in the transport infrastructure sector*
- supports the Department for Transport's diversity and inclusion initiatives*
- showcases the contribution that people from different backgrounds make to the industry*
- provides individuals from diverse backgrounds with the support that they need to develop as professionals.*
- benchmarks progress on diversity and inclusion against other organisations and industries*

The Institution's recruitment procedures are based solely on the necessary and justifiable job requirements and the individual's suitability. Care will be taken throughout the planning and process of recruitment to ensure that criteria are specific to post requirements and do not include elements which may be construed as being unfairly restrictive or disadvantageous to any individual or group of potential applicants.