

Job Description

Job title:	Visitor Experience Administrator
Location:	Coram's Fields, 93 Guilford Street, London, WC1N 1DN
Salary:	£26,500 per annum
Annual Leave:	26 days per annum, plus bank holidays
Reporting to:	Office & HR Manager
Hours	35 hours per week, 9.30am – 5.00pm, Monday - Friday
Contract:	Permanent

Role Summary

We are seeking to appoint a talented and committed individual to the role of Visitor Experience Administrator to work within our busy, public-facing front office. The varied role forms an integral part of Coram's Fields central team and combines customer service responsibilities with a range of day-to-day administrative functions, including some finance and communications related duties.

Main Responsibilities:

1. To be the first point of contact for the public, dealing with a range of enquiries via phone, e-mail and in person regarding our park, playground and services.
2. Administration of our hall hire booking system, ensuring payments are made on time whether online or in person via cash or card.
3. Ensuring customers have an excellent facility hire experience from the point of booking to the hire itself. You will be responsible for ensuring all rooms are equipped and ready for any hires during the working week and ensuring our grounds team are adequately prepared for all weekend hires.
4. Working with our third-party pitch hire provider to ensure the smooth hire of our pitch facilities and supporting potential hirers with the booking process.
5. To provide support during events and fundraisers, acting as a strong ambassador for the charity and our work.
6. Work closely with our finance team to ensure accurate reconciliation of facility hire income, including assisting in the production of invoices where necessary.

7. Administering the office petty cash system, ensuring that claims are made as per our financial procedures, receipts are provided, and that cash is reconciled correctly.
8. Responsible for ordering supplies for the office and other departments across the charity where required and ensuring these are safely received.
9. To provide support in updating the charity's website and social media channels and, where appropriate, developing content for these.
10. To undertake any other tasks from time to time, as may be consistent with the nature and scope of this post.

PERSON SPECIFICATION

	Essential	Desirable	Evidence
<u>Qualifications</u>	Minimum GCSE English and Maths, Grade A-C	First Aid and Safeguarding training	Application and training certificates
<u>Experience</u>	Experience of working in a receptionist or office administration role	Experience of managing facility hire booking systems Work or voluntary experience at community events Experience developing content for blog/website posts or social media	Application and interview
<u>Skills</u>	Excellent attention to detail Excellent customer service skills Effective written and verbal communicator with a strong telephone manner Excellent organisational / time management skills and ability to work to tight deadlines Flexibility, initiative and the ability to work independently or as part of a team within a busy and dynamic environment Strong builder of relationships with the public, colleagues and other stakeholders Ability to anticipate problems, identify and implement solutions Understanding of the need and ability to manage confidential data and information Strong IT literacy, particularly with Microsoft programmes like Word, Excel and Outlook	Basic finance experience Ability to quickly learn new IT systems	Application and interview