Job Description

Job Title	Operations Assistant	**Grade**	
Department	National Resource Centre (NRC)	**Location**	Aston Cross, Birmingham

Job Purpose

The main purpose of the role is to ensure that the National Resource Centre (NRC) operates and runs all events smoothly. The role holder will be responsible for ensuring that guests and delegates are satisfied with the quality of their event, the facilities, and all services they receive, ensuring that this meets the required specification and standard.

Working effectively and collaborative with NRC team colleagues, under the leadership of the NRC Operations Manager, to deliver a high standard of customer service to other departments within the Association of British Dispensing Opticians (ABDO) and external clients too.

Core Accountabilities

- Deliver a high level of service to our delegates and guests to ensure customer satisfaction and repeat business addressing guest concerns and resolving issues promptly.
- Setting up the event to meet the customer specification and requirements, this will involve re-arranging furniture and equipment.
- Delivering outstanding customer service.
- Maintain clear and effective communication with team members, management and other departments
- Greeting visitors on arrival at the venue, providing professional and immediate assistance to welcome them to the event.
- Managing telephone calls and emails from colleagues and clients
- Providing a support service to help NRC visitors to manage and organise their events.
- Organising, maintaining, and cleaning of all areas of the NRC to ensure a high standard of in event management.
- Ensure compliance with health and safety regulations, company polices and industry standards, including supporting on health and safety, food health and hygiene and first aid arrangements (training provided) as required.
- Address operation challenges and implement effective solutions to enhance efficiency and guest satisfaction
- Liaising with key stakeholder to build a good rapport and ongoing business relationships.

The above list is not exhaustive, and the post holder will be required to undertake such tasks and responsibilities as may reasonably be expected within the scope of the role.

Experience, Knowledge and Skills

Essential

- Experience in providing a high standard of customer service to include a polite, courteous and professional approach.
- Excellent interpersonal, written and oral communication skills with the ability to work across different levels of the organisation both internally and externally.
- The ability to work use your own initiative and lead on key activities when required without close supervision.
- Able to provide a seamless and memorable experience through excellent customer relation skills.
- Flexible and adaptable, with the ability to stay calm under pressure, and to complete routine and non-routine tasks.
- Ability to proactively resolve any challenges that may arise with good problem-solving skills.
- Highly organised, good planning and organisation skills with great attention to detail and accuracy.
- Ability to work in a fast-paced environment and handle stressful situations with composure
- Able to work as part of a team, self-motivated, with the ability to think on your feet as well as working autonomously when needed.
- Competent in Microsoft Office and 365, such as Word and Excel.

Desirable

- Knowledge of eyecare and eyewear through experience in the industry is preferable but not essential.
- Experience working in a Conference Centre or conferencing within a hotel could be beneficial, but not essential.
- Knowledge of health and safety regulations and industry standards
- Proficiency in working in hospitality management, events conferencing environments.