Job description

Job title

NRC operations assistant

Department

Corporate services

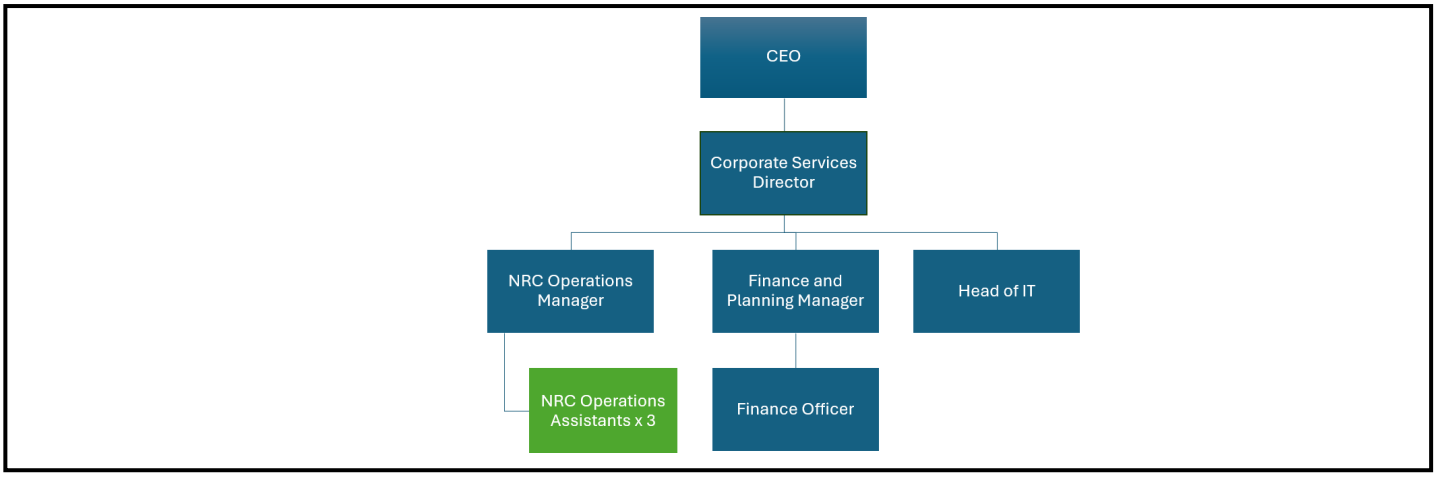
Reports to

NRC operations manager

Job profile

Purpose of the role

- Ensure that the National Resource Centre (NRC) operates and runs all events smoothly
- Ensure 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
- Work effectively and collaboratively with NRC team colleagues to deliver high standards of customer service to other ABDO departments and external clients



Position in the organisation

Dimensions, authority and risk

This role is responsible for ordering consumables, arranging dietary requirements for catering, liaising with the lead for a booking. Limits on spending in place for consumables over £500 to manage cashflow.

The role holder operates within health and safety and food hygiene regulations and undertakes internal H&S requirements e.g. PAT testing, fire marshals, first aid.

Key relationship

Maintaining external client relations through effective execution of events, while exceeding expectations with exceptional service to encourage guest return to the NRC.

Freedom to act and direct received

This role operates within the processes in place for NRC events and is reactive to the needs of guests and delegates.

Spread of skills and analysis required

Skills needed for the role are listed below all of which are key to the support in running the NRC:

- Customer service/client relationship skills
- Operations
- Time management
- Co-ordination and organisation
- Risk/H&S

Pressure and working environment

This role is high-pressure and fast-paced, requiring the planning and delivery of multiple events simultaneously. Guests have high expectations and expect everything to be delivered promptly, including the resolution of any issues that arise. The position is physically demanding, involving the continual moving of tables, chairs, and equipment. Additionally, guests expect early access and late finishes so hours can be from 7am till 6pm.

Targets – based on achieving growth in number of Google reviews and provision of service excellence.

Qualifications and education

Educated to GCSE level or equivalent experience.

Experience and proven ability required

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 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
- 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
- Representing ABDO with a positive attitude and professional appearance

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

Duties and key responsibilities

1.Customer service: 30%

- Deliver a high level of service to our delegates and guests to ensure customer satisfaction and repeat business
- Deliver outstanding customer service
- Liaise with key stakeholder to build a good rapport and ongoing business relationships

2.Event coordination: 30%

- Set up events to meet the customer specification and requirements, this will involve re-arranging furniture and equipment
- Greet visitors on arrival at the venue, provide professional and immediate assistance to welcome them to the event
- Provide a support service to help NRC visitors to manage and organise their events

4.Administration support: 20%

- Managing telephone calls and emails from colleagues and clients
- Provide ABDO administration support including recruiting volunteers

3.Facilities: 20%

- Organise, maintain, and clean all areas of the NRC to ensure a high standard of in event management
- Support on health and safety, food health and Hygiene and First Aid arrangements (training provided) as required

Last edited by:

Jo Gover

Date:

26 February 2025