



JOB TITLE: Venue Hire Administrator
HOURS: Part-time, 30 hours per week (with flexibility around days of week worked)
LOCATION: London, NW3
REPORTING TO: Venue Hire Manager
ANNUAL LEAVE: 28 days *pro rata* (including Bank Holidays) + Jewish Holidays that fall on working days
SALARY: £20,514 per annum (full time £25,642 per annum)

PURPOSE OF ROLE:

JW3 is an exciting, multi-purpose and adaptable space. Key to our new 5-year strategy is the Venue Hire function, which generates significant income every year. All profits generated by the Venue Hire team go directly towards supporting the work of JW3. The Venue Hire Administrator is responsible for assisting in the delivery of the annual budgeted hire events income throughout JW3, ranging from large celebratory events to regular classes, courses and meetings.

The post will act as a central point for the Venue Hire team, being the first point of contact for many of our initial enquiries. As the Administrator within this team, there will also be opportunities to assist our operational team on the management of events. This is an exciting opportunity that will involve a varied approach and no two days will be the same! Strong attention to detail, communication and time management skills, a calm and creative approach to problem solving alongside excellent customer service will be crucial for this role.

RESPONSIBILITIES

- Ensure that the Artifax venue management system and any associated documentation is kept up to date at all times
- By using the Artifax venue management system to its best potential, ensure correct data and information is gathered from clients to improve the efficiency of the Venue Hire department.
- Assist the Venue Hire Manager in producing regular sales reports
- Work closely with the Venue Hire Manager to ensure all contracts and invoices are issued and paid on time
- Support the growth of Venue Hire events with research and development to grow the client base.
- Communicate openly and efficiently with all internal departments including Programming, Production and Visitor Services teams, to ensure Venue Hires clients receive the highest level of customer service in delivery of their events.
- Attend regular What's On meetings and other internal meetings, including with the Finance team, and the Café operator to exchange relevant information.
- Be the initial point of contact for venue hire enquiries via email and telephone, providing necessary information to interested clients.
- Support the Venue Hire Manager with prospective client site visits, identifying all event requirements, and ensure monthly sales targets are achieved.
- Ensure timely, regular and professional communications with existing and prospective clients.
- Work with all departments to ensure the most effective use of our internal room booking systems using Artifax venue management system
- Taking responsibility for regular bookings, facilitating event delivery by ensuring accurate information is provided to clients and recorded accordingly on internal systems
- Support the Venue Hire Manager and Visitor Services teams on the delivery of events, as and when needed.

GENERAL

- Promote and comply with current legislation and JW3 policies on Equity, Diversity & Inclusion and Health & Safety, with colleagues and external parties alike.
- Be responsible for identifying and undertaking training and personal development to meet organisational needs
- Protect and enhance the reputation of JW3, representing the organisation in an appropriate and professional manner to stakeholders, acting as an advocate for the work of JW3.
- Attend all relevant staff meetings, supervisions, training days etc.
- Undertake other reasonable duties as required by your line manager or member of the Senior Leadership Team.

This role description is not exhaustive or all encompassing. Certain elements of the role may change from time to time, without altering the core premise of the role or the level of responsibility involved. This information will be reviewed and updated as and when appropriate, in consultation with the post holder, to reflect appropriate changes.

PERSON SPECIFICATION

Essential Skills and Experience

- Previous experience in an administrative role
- Ability to navigate competing priorities and manage time sensitive or high-pressure situations in a calm, professional manner
- Excellent attention to detail
- A professional, confident and friendly manner with the public
- Excellent written and verbal communication, including telephone manner
- Proactive and solution-focused, with an ability to take initiative
- Strong organisational skills, efficient management of time and responsibilities
- Able to interact confidently and build relationships with a wide range of stakeholders at all levels.
- Friendly and approachable, with an ability work collaboratively and effectively with others
- Willing and able to work flexibly to meet the needs of the team and organisation
- IT proficient, with a willingness to learn efficient use of any other systems/databases.
- An enthusiasm, understanding and experience of 'customer service' and sales techniques

Desirable

- Experience of Artifax or other venue management system
- An understanding of the Jewish community / Jewish culture

Personal Qualities

- Demonstrates a commitment to furthering JW3's vision and mission.
- Is approachable and able to engage positively with others, building and maintaining strong working relationships.
- Has a proactive and flexible approach to their work, including a willingness to work in the evenings, weekends and Bank Holidays to serve the needs of JW3
- Driven and passionate about delivering a positive experience to users of JW3