

Meet & Greet Administrator - Kickstart



To apply for this role, please go to:

<https://birminghamrepertorytheatre ltd.peoplehr.net/Pages/JobBoard/Opening.aspx?v=64288ceb-3536-4b57-9959-7a960588c2f6>

Company Introduction

Unique Venues Birmingham launched in October 2017, offering excellent combined conferencing and hospitality opportunities within one of the UK's most iconic buildings, the Library of Birmingham, and one the UK's leading theatres, Birmingham REP. Unique Venues Birmingham (UVB) exists to maximise the potential commercial opportunities offered by the combined conference and hospitality event spaces in both venues.

Purpose of the job

We are recruiting a Meet & Greet Administrator to support the office team in a wide range of administration duties:

- Responding to online enquiries
- Updating menus, function briefs and web portals.
- Support the team in taking pictures of live events for Social media.
- This role also supports collating the attendees list for the Networking Event "Birmingham's Unique Network"

This role will primarily be based at the Meet & Greet desk in the foyer, so this role will also support the Event Managers on the Meet & Greet element of the events. When there are no events, this role will be in the main office supporting the team. Conversations will take place over email, face to face, over the radio and via telephone. Training on all process & software will be provided.

Person specification

We are looking for someone who is confident at sending emails, using Excel, initiating conversations and an excellent team worker.

- Self-starter, well organised and committed to delivering as part of a team.
- Excellent standard of spoken and written English: minimum grade C (or equivalent) at GCSE.
- Ability to deal with tight deadlines.
- Ability to deal with clients on telephone calls to efficiently establish what is required and by when, and escalate items as needed to other team members.
- High standards of customer service, including

- Excellent interpersonal skills and first-class telephone manner.

Terms & Conditions

Pay: National Minimum Wage

Hours: 25 hours per week

PLEASE NOTE – This is a Kickstart role and only those with a referral from a Work Coach from the Job Centre can apply. If you do not have a referral your application will not be considered.

There's no such thing as perfection...

At the REP we don't expect or look for the 'perfect candidate', instead we look for people who can positively contribute to our team. In return you will be given support, encouragement and all the right conditions to grow, succeed and be your best. We are committed to creating an inclusive workplace where difference is a strength and every unique voice and skill is recognised and valued.

For us, recruitment is more than a match against a job description, it's about feeling excited to come to work every day and being proud of who you work with and for. We believe The REP is for everyone, so however you identify, whatever your background, if you feel excited about this role then we urge you to please apply.

It's important to us that The REP reflects the communities we serve and therefore we particularly welcome applicants from the global majority and D/deaf & disabled communities as these groups are not as well represented as we want them to be. We want our REP to be culturally informed and accessible to all, so we encourage you to celebrate and share your own cultural experience and knowledge of our city proudly in your application.

Diversity monitoring

Our ultimate aim is to have diversity of all kinds in every layer of the organisation and to help us keep track of our success we kindly ask you to complete the Equality and Diversity questions alongside your application. Participation is voluntary but appreciated and your responses will be anonymous and not shared with the recruiting managers.

Safeguarding

The REP is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

Offers

Any job offer we make is subject to:

- Receipt of 2 satisfactory references
- Proof of eligibility to work in the UK
- Role appropriate background checks