



Job Title: Facilities and Customer Service Assistant

Location: The Stable, 3-6 Wadham St, Weston-super-Mare BS23 1JY

Reporting to: Operations Manager

Hours: Part-time, 25-30 hours per week (flexible working pattern, including some evenings and weekends as needed)

Hourly Rate: £11.50 - £13.00 per hour (depending on experience)

Note:

This role could be suitable for job sharing.

Opportunity to gain formal qualifications through an accompanying apprenticeship

Job Purpose:

The Facilities and Customer Service Assistant will provide practical and administrative support to ensure the smooth operation of our venue, assisting in room set-ups, reception duties, bookings management, customer interactions, and general facility oversight. This role could also be combined with a Social Media Management apprenticeship for candidates interested in gaining digital marketing skills.

Key Responsibilities:

- **Room Management:**
 - Set up and clear rooms for meetings and events, ensuring they meet customer requirements.
 - Regularly check all spaces for tidiness and suitability for customer use.
- **Reception and Customer Service:**
 - Provide a friendly, welcoming reception service to visitors and customers in person, via email, and over the phone.
 - Handle general inquiries, resolve customer issues, and escalate when necessary.
 - Ensure customers receive a thorough induction and all necessary documentation.
- **Bookings and Ticketing:**
 - Coordinate room bookings and maintain accurate records.
 - Manage event ticket sales, ensuring smooth transactions and accurate financial records.
 - Monitor payments to ensure invoices are settled on time, following up when necessary.



- **Facility Maintenance:**
 - Regularly inspect facilities, reporting any maintenance needs promptly.
 - Check scheduled maintenance items (e.g., fire extinguishers, alarms) and book appointments as required.
- **Stock Control and General Duties:**
 - Monitor and replenish stock supplies (e.g., stationery, cleaning supplies).
 - Keep staff kitchen and common areas tidy.
 - Care for indoor plants and maintain overall presentation of venue.
- **General Administration and Support:**
 - Assist with general administrative tasks and other projects as directed by your line manager.

Social Media Management:

- Support the creation and scheduling of engaging content across various social media platforms.
- Monitor social media channels, respond to messages, comments, and engage with the audience.
- Measure and analyse social media performance metrics.
- The option of completing a social media apprenticeship will be offered

Essential Skills and Experience:

- Excellent customer service and interpersonal skills.
- Organised, reliable, and able to prioritise tasks effectively.
- Confident handling cash and card transactions, managing bookings, and administrative tasks.
- Proficient in using basic computer software (email, calendar, booking systems).
- Ability to carry out manual tasks including lifting furniture and equipment.

Desirable:

- Previous experience in a similar role or customer-facing environment.
- Awareness of health and safety protocols.