



VCCI Front of House Administration Officer

Front of House is the 'face' of VCCI. You are the first person many people see, speak to or email when enquiring about us and as such, you provide a welcoming and friendly reception supported by a good understanding of all activities the VCCI provides. You will be part of an integral team and provide high quality support to all staff members. You will be the key contact for the Chamber and will use your experience and confidence to maintain an exceptional service. The VCCI hosts a variety of workshops and activities and you will work closely with all staff involved to ensure activities run smoothly. With your administrative experience, you will also have the opportunity to support the General Manager by providing valuable assistance to their ongoing projects and the wider activities and programmes of VCCI as a personal assistant. Above all you will be knowledgeable, proactive and able to turn your hand to anything.

Main Duties

- First point of contact for all visitors, general callers and managing the enquires mailbox
- Handle incoming / outgoing post; ensure all equipment is in working order
- Organise caterers, contractors and external venue bookings as required
- Ensure Reception and all common areas are tidy and well-presented and displays are stocked with current forms, guides and information
- Manage and ensure the security of all keys
- Regular liaison by email with team members regarding status of tasks in hand and progress accordingly / as agreed
- Coordinate room bookings in liaison with relevant staff
- Be a nominated first aider and business continuity officer and coordinate Health & Safety documents and procedures
- Undertake project work as personal assistant to the General Manager.

Essential Criteria

- Previous experience in a similar customer-facing role / Reception role
- Experience of working autonomously
- Self-reliant and confident in handling situations
- Able to work unsupervised and with initiative
- Good administration experience
- Excellent communication skills and confident telephone manner
- Friendly, welcoming and approachable
- Able to deal confidently with the broad range of visitors to the Chamber including dignitaries, business members and Government representatives
- Solid IT skills including broad practical experience of Microsoft Word and Microsoft Outlook
- Highly organised with close attention to detail
- Flexible attitude towards duties and working patterns in order to fulfil the requirements of the role
- Willing to work collaboratively across many departments and develop and maintain positive and supportive working relationships
- Smart appearance with a professional manner, attitude and approach
- Empathy with and a commitment to the aims and mission of the Chamber.



To apply

Please email your cover letter (explaining your suitability to the role), and a current CV with 2 references to Joanna at adviser@vcci.vu. **Applications close Friday 28th April, 2023.**