

**PERFORMANCE RELATED JOB DESCRIPTION**

**Job Title** : Facilities Administrator  
**Employee Name** :  
**Reports to** : Centre Manager  
**Date** : 1<sup>st</sup> March 2019

**Purpose:**

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To provide a welcoming and friendly front of house service to all who attend site and ensure the meeting room function is delivered to a high standard. Strive for excellence by doing everyday things in a special way.

**Function:**

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- Oversee meeting room facilities including bookings and invoicing
- Liaise with clients
- Maintain conferencing customer requirements
- Record keeping
- Professional company image
- Maintain and grow sales levels to existing and new clients

**Roles & Responsibilities:**

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- Provide an outstanding level of Reception service
- Handling, organising, booking and confirming all meeting room enquiries
- Preparing, collating and checking all relevant meeting room paperwork
- Support customers with their IT related issues when using their own equipment for presenting
- To maintain and update conference facility records
- To input and manage CRM data
- To upsell and support with meeting sales targets
- Communicate with potential / existing clients
- Efficiently respond to any enquiries
- Embrace change and continually look for improvement
- Support the Centre Manager with office enquiries

• Required Qualifications	Level / Discipline	Date of Accreditation	Comments
Manual Handling	Moving / lifting of heavy furniture		
IT Skills	Experience in using Microsoft office essential		
Education	A minimum Level 2 or equivalent		
Customer Care	Experience in a customer facing role, qualification preferable		
Experience	Experience in coordinating resources desirable		
Sales	Both telephone and face to face experience desirable		

Key Performance Indicators – How to prove that you are doing your job properly	
Outputs	Indicators
Customer satisfaction	Achieve 95% positive customer feedback
Record keeping	Ensure records are up to date and information is passed on efficiently
Sales targets	Provide a high level of support for achieving team sales targets
Clients	Build effective working relationships with new and existing clients
Innovation	Diversify the venue usage and continually look for new ideas to further the reputation of the Boston Enterprise Centre

PLAN

MANAGE

MONITOR

**NB Evidence of completing your Roles and Responsibilities must be produced at every review.**

**The Functions, Roles and Responsibilities will evolve over time and should be reviewed quarterly and amended as necessary to ensure they reflect the needs of the job.**