Job Description
Receptionist / Administrator

Emerson College is an international centre for learning, discovery, and transformation

We welcome students and visitors from all over the world, celebrating the diversity and uniqueness of each person. Our core purpose is to help people enrich their inner gifts and unique skills to meet their full potential. We support people in finding their individual path to meaningful life and work through a holistic and Anthroposophical approach to learning set in the grounds of the world's only biodynamic botanical garden.

Emerson College is a charity offering adult education and retreats with an extensive range of holistic workshops, conferences, and events in several buildings, surrounded by over 23 acres of grounds, an apple orchard, a vegetable, flower, and herb garden and a large greenhouse facility. Our kitchen is well known for its creative, vegetarian, vegan and seasonal meals with over 40% sourced from our gardens. The College has a wholistic care ethos by creating a nurturing environment and the use of the facilities by groups seeking quiet sanctuary. Also, we operate a non-alcoholic retreat type space.

Recruitment Timeline:

Application Deadline:	Immediate and until vacancy is filled
Interview Date:	On enquiry
Commencement Date:	At point of offer (or by agreement)
Recruitment Contact:	Joni Shakles | Head of Operations
	joni.shakles@emerson.org.uk

Conditions of Service:

Location:	Emerson College Trust, Forest Row, East Sussex, RH18 5JX
Reports to:	Reception Manger/Head of Operations
Hours of work:	28 hours per week, additional hours may occur and will be arranged in agreement with the Reception Manager/Head of Operations

Thursday 14:30 to 17:00
Friday 08:30 to 18:00 (1 hour Lunch)
Saturday 08:30 to 18:00 (1 hour Lunch)
Sunday 08:30 to 18:00 (1 hour Lunch)

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This is a permanent position, with an employment contract, monthly payslips, holiday entitlement and pension contributions

Holidays: 33 days, inclusive of bank holidays.

Discounts & benefits: Staff discounts on some courses and food, free parking, and a beautiful work environment.

Pension: There is a contributory pension scheme.

Salary: Range A1 to A3 as £11.90 to £12.71 per hours paid monthly in arrears

Right to work in the UK: It is a requirement that any successful applicant has the right to work in the UK and can provide evidence of this. This is an express term and condition of your employment with Emerson College Trust.

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Main tasks:
In Reception you will create a positive first impression for our students and guests and will be a key contact throughout their stay. The post holder needs to be a strong team player and has excellent planning and organisational skills with a good attention to details and the ability to adapt to competing and changing priorities, as well as a skill for problem solving, and dealing with day-to-day administration duties. Fluency in English speaking and writing is essential.

Main Responsibilities:
Reception
- Keep reception open to the public Monday to Friday from 9am to 3pm (or as specified)
- answer the phone and transfer or answer calls
- create Guest Check In envelopes; check everyone who has booked in Mews, guest sheet and tutors from function sheets is also booked in Events 500 (if required)
- create welcome letter for each course for participants
- make sure excess cash from the Reception cash box is handed to finance together with the cash sheet. Make sure the cash box balances with the cash sheet
- Book meals (including Drop In) via phone or in-person
- Take outstanding payments for Accommodation, Events and Meals via phone
- Inform kitchen if there are any extra meals bookings or of any changes by 10am
- Collect washing machine tokens from machines and sell them in Reception
- Make sure notice boards are up to date and all brochures are current

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- Update internal contact list when needed
- Check that there are enough stamps in stock and organise buying
- Liaise with external IT company with any IT issues

Administration
- Assist Head of Operations with administrative tasks.
- Create weekly fire sheet for Maintenance and each building of current occupancy for accommodation daily
- Make sure all visitors sign into the visitor book and make sure they are signed out
- Create name badges and labels when needed for conferences
- Make sure all Online Conferencing Resources are correct
- Update B&B list when needed
- Return lost and found items to guests when needed
- Create posters for accommodation and campus when needed

Bookshop Administration
- hand excess cash in bookshop cash box to finance
- give all credit card slips by date to finance
- run weekly card machine report
- make sure card machine refill slips are in stock and order when needed
- Inform Bookshop Manager if stock is out in the bookshop
- Sell books and supplies from the bookshop, logging payments on the sheet and maintaining the cash till for the bookshop

Mew Accommodation Booking System
- booking incoming accommodations from phone calls
- make sure the guest list is updated for phone bookings
- make sure bookings in Mews match what's in Events 500 (see below)
- Make sure rooms are booked according hospitality guest check and checkout

Events 500 Events Booking System
- Manage information on Events 500 if required
- Make sure the number of rooms available for Accommodation booking matches that which we offered on our website
- Make phone bookings on Events 500

General Duties | Photocopying
- Make photocopies for students and tutors – charge or add to invoice spreadsheet
- Make sure the printer is working and call when repair is needed – send a monthly report of the printer machine to the Printer Company. Replace printer ink when needed and make sure spare ink for printer is ordered
- Make sure printer paper is in stock, order when needed

General Duties | Stationary
- Make sure stationery is fully stocked, order when needed

General Duties | Maintenance
Inform maintenance when issues occur or if guests complain about rooms

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