

## **Job Description: Assistant Venue and Customer Support Manager**

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**Reports to:** Venue and Customer Support Manager

**Directorate/team:** Corporate Services / Property Asset

**Grade:** Grade 4

### **Job Purpose:**

Ensure that LGA members, customers and visitors have a positive experience of the 18 Smith Square Conference Centre and meeting rooms and of the wider 18 Smith Square and LGA brands.

**Note:** This role will include flexible out of hours cover which will include working evenings and weekends.

### **Core Accountabilities:**

1. Develop and maintain strong networks and partnerships that are of value to the LGA and work to maintain a positive reputation for the LGA with local authorities, conference organisers, partners, tenants and other stakeholders.
2. Model the LGA's values and work in accordance with health and safety, equal opportunities and environmental policies.
3. Undertake any other duties and responsibilities appropriate to the post.
4. Contribute to the delivery of the team's agreed objectives.

### **Specific Accountabilities:**

1. Support the Venue and Customer Manager to plan, coordinate and manage the day-to-day operation of the 18 Smith Square conference and meeting facilities, including reception, catering and audio visual services.
2. Develop and maintain close and positive relationships with designated internal and external conference providers; act as the customer relationship manager and ultimate point of contact, from first enquiry through full on-the-day support, to follow up contact and actions.
3. Maintain and manage constructive relationships with third party service providers (e.g. catering, technical and portering services), LGA customers and tenants to provide timely and cost effective third party services to support events.

4. Contribute to the development and delivery of the 18 Smith Square marketing plan that supports the delivery of a zero cost venue and conference service with the potential to generate revenue.
5. Lead on all internal and external communications activity for the venue, working in conjunction with the LGA Communications team.
6. Oversee the operation of the LGA's integrated booking service, ensuring that it meets the requirements of all those who may wish to use identified venue space and services within LGA premises.
7. Proactively solve problems and provide timely resolution to ensure minimal impact to customer and staff satisfaction. Identify the most appropriate course of action for problem resolution and effectively communicate plans to those impacted.
8. Administer all aspects of the Venue and Customer team budget, including setting up purchase orders and suppliers, raising and paying invoices and managing all queries.
9. Deputise for the Venue and Customer Manager in their absence
10. Provide support to the FM Manager as required.

**Relevant Contacts:**

**LGA**

All LGA users of 18 Smith Square  
Events team  
Member Services team  
LGA member authorities  
LGA elected members

**Other**

External conference and event organisers  
18 Smith Square tenants and visitors  
Suppliers and contractors  
Professional advisers

## Person Specification: Assistant Venue and Customer Support Manager

<b>Qualifications</b>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"><li>• Experience of working in a customer services or venue team</li><li>• Good negotiating skills and an entrepreneurial approach to business</li><li>• Experience of managing a complex workload, preparing quotations and meeting deadlines and milestones</li><li>• A good knowledge of Audio Visual and office systems</li><li>• Knowledge and understanding of leading edge approaches to customer service</li><li>• Experience of organising meetings, events or other activities</li></ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"><li>• A demonstrable commitment to customer care</li><li>• Excellent organisational skills, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy</li><li>• Excellent written skills, with the ability to accurately summarise and convey complex information</li><li>• Excellent oral and influencing skills, with the ability to give clear advice on procedural issues</li><li>• Political sensitivity, with the ability to exercise discretion, judgement and confidentiality when dealing with politicians and officers at every level, and to demonstrate political neutrality at all times</li><li>• Good interpersonal skills, with the ability to deal with members, other clients and colleagues with courtesy, tact and sensitivity</li><li>• Excellent IT skills, including Word, Excel and PowerPoint with the ability quickly to learn new packages as required</li><li>• Ability to work as part of a team and to support others</li><li>• Flexible approach to work, with a keenness to adapt to meet changing work requirements</li><li>• A positive, “can do” attitude and commitment to continuing professional development</li></ul>