

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Enterprise Assistant</b>
<b>LOCATION:</b>	<b>Plymouth (working across RIO Enterprises)</b>
<b>HOURS:</b>	<b>40 hours per week shift pattern, over 7 days</b>
<b>SALARY:</b>	<b>from £16,480 p.a.</b>
<b>REPORTING TO:</b>	<b>Enterprise Co-ordinator (Devonport Guildhall)</b>

### About RIO

We're passionate about solving social problems. From breathing new life into old buildings, to supporting young people to develop the skills to succeed in an ever-changing world, RIO innovates to deliver real and lasting social change.

By creating a change ecology – one where we influence policy, shape places, deliver strategic programmes and support and develop people – we can unlock potential and opportunities to create a fairer world; one that works for everyone, not just the privileged few.

- We create and run our own social enterprises and draw on that expertise to support others to be more socially enterprising too
- We support people to develop the skills they need in an ever-changing world
- We help organisations to start up, grow and develop, finding new ways to deliver services and do business
- We empower communities with the skills and confidence to take control of their future and make the best use of their built assets

As a social enterprise ourselves we operate a triple bottom line with a focus on the social and environmental impact of our business and we don't have any shareholders, which means all profits are reinvested back into the work we do.

### Job Purpose

To assist RIO in promoting RIO's enterprises by helping to provide a consistent first-class standard of service to all customers and visitors.

### Key Responsibilities

- To provide reception desk functions and general visitor assistance including building tours as required.
- Support the Enterprise Coordinators in managing bookings and reservations through effective use of RIO's online booking system.

- Work with Enterprise Coordinators in ensuring the smooth running of exhibitions, meetings, events, weddings, licenced activities, and creative spaces, from reservation to delivery.
- Support the Enterprise Coordinators in the effective supervision of the day to day operations of the enterprises in the absence of, and alongside the Enterprise Development Manager.
- Updating visitor information, including the publicising of events, programmes and services using online and printed media.
- To act as a point of contact for tenants & residents in the absence of the Enterprise Coordinators.
- Working with the Enterprise Coordinators to maximise enterprise revenue through effective sales and conversion of enquiries.
- Work proactively to address problems and seize opportunities related to customer use of the facilities.
- Working with the Enterprise Coordinators to proactively seek out potential new clients and developing relationships.
- Petty Cash and cashing up responsibilities.
- Help maintain positive working relations with residents, tenants, the creative & heritage communities and businesses.
- Act as a key holder in accordance with RIO's opening and closing, lone working and health and safety procedures.
- Work alongside the Bakehouse by delivering and processing event catering orders.
- Any other duties as requested by the Enterprise Development Manager.

### **General Responsibilities**

- To represent RIO and to understand and talk coherently about RIO's service provision to influence change.
- To adhere to and uphold RIO's social purpose, strategic aims and policies.
- To contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider.
- To act with integrity and maintain the highest professional standards always.

- To meet individual targets and to ensure those you performance manage meet their targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To effectively use all RIO reporting and other systems.
- A flexible approach is required for the role, as additional, reasonable duties commensurate with the role and as agreed in advance with the Head of Enterprises/Commercial Director/Chief Executive may occur from time to time.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

## PERSON SPECIFICATION

Let's be honest, it takes a certain type of person to work for RIO. If you're looking for an organisation with clear lines of accountability, hierarchical structure, rigid systems and processes, and traditional approaches to organisational management then this probably isn't for you.

We're interested in finding people who are dedicated, tenacious and who enjoy the challenges of working as part of multi-disciplined team. We don't always see work as something to do in office hours; a passion for what we do along with a clear focus on outcomes sits behind our approach to working practices. We believe in the value of collaboration, so a friendly and open approach to work is vital; as is the ability and willingness to challenge and be challenged. Change is part of our DNA, so staff must be resilient and able to cope with uncertainty whilst feeling compelled to grow with and within the organisation. If this is you, then read on. If not, thank you for considering us.

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

Qualifications	Level 2 (or equivalent) Numeracy & Literacy	Application
<b>Behaviours</b>	<b>Adaptability</b> Looking at your ability to adapt to change	<b>Application/ Interview</b>
	<b>Culture Fit</b> Do you share our beliefs/values and bring about diversity within RIO?	<b>Application/ Interview</b>
	<b>Collaboration</b> Can you collaborate effectively and work well with others?	<b>Application/ Interview</b>
	<b>Leadership</b> Can you inspire, motivate and unleash potential in others?	<b>Application/ Interview</b>
	<b>Growth Potential</b> Do you have the potential to grow with RIO and can evidence goal setting and motivation?	<b>Application/ Interview</b>
	<b>Prioritisation</b> Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively	<b>Application/ Interview</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in an events/hospitality role</li> <li>• Experience of working in a fast-paced environment</li> <li>• Experience of working in a customer service role</li> <li>• Experience of cash-handling</li> <li>• Experience of using a wide range of social media platforms</li> </ul>	<b>Application</b>

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the hospitality and events industry</li> <li>• Understanding of Health &amp; Safety in a workplace context</li> <li>• Knowledge of venue management systems</li> </ul>	<b>Application</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work to tight deadlines and produce clear outcomes</li> <li>• Commitment to excellent customer service</li> <li>• Ability to remain calm under pressure</li> <li>• Ability to communicate at a variety of levels</li> <li>• Proficient in the use of IT including web-based applications, Microsoft Word and Excel</li> </ul>	<b>Application</b>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Willingness to travel between RIO Enterprise locations</li> </ul>	<b>Application</b>