



Job Title: Reception & Administration Manager

Job Level: Middle Manager

Responsible To: General Manager

Direct Reports: Reception & Administration Supervisor

Place of Work: Ponds Forge ISC, however may be asked to work at other venues if necessary.

Purpose of the Job

To support the General Manager in the efficient management and delivery of reception, sales and service, and administration teams by providing strong leadership which drives the ICAN culture, service standards and productivity of employees.

To support the General Manager as part of the venue management team, cover Duty Shifts as required.

Job Summary:

Ensure efficient and effect control of the day-to-day cash handling processes, track and generate associated invoices for income lines including Events, Clubs and Catering business. Monitor performance and provide accurate forecasting.

Ensure efficient and effective control of day-to-day expenditure, raising purchase orders in line with Company policy and tracking delivery.

Effectively lead and manage the Front of House, ensure exceptional customer service through a team of people who are developed to their full potential to ensure excellent customer service standards, which contributes to the retention of customers and enhancement of the Trusts reputation.

Provide administrative support to the Venue Management Team, monitor and record Key Performance Indicators.

Drive and promote the Company Culture of inclusion and diversity to meet the Trusts objectives, robustly challenging behaviour which does not reflect this ethos.

Key Responsibilities:

To promote and develop exceptional customer service, lead a positive sales culture, and drive improvement to enhance the Trusts reputation.

Recruit, manage and monitor reception and admin teams to ensure all areas of Front of House services are delivered to meet customer standards and expectations, strive for excellence in customer service.

Effectively manage staff performance in line with Company policy, providing appropriate support, training, and development to ensure each team member meets their full potential.

Develop and implement clear front of house procedures in line with SCT policies to ensure safe cash handling processes, effective data capture, booking processing and control, adhering to GDPR guidance.

Assist the General Manager and Venue Management Team to continually improve the customer experience through product and service delivery, liaising with business streams and key partners.

Proactively monitor MRM ensuring accuracy of bookings and events, drive efficiency and maximise income generation opportunities to meet SCT objectives.

Ensure accurate completion of weekly cash reconciliation, investigate, and report any discrepancies. Effective control of petty cash and cash floats, and processing of all other income in line with SCT policies.

Monitor and track Hire of Area income, raise invoices, accurately forecast income generation against confirmed agreements and chase payment as required, adhering to Company policies.

Manage and monitor expenditure, raise purchase orders, and track delivery to ensure payment processes are followed.

Assist the General Manager and Venue Management team with administrative tasks, produce analytics information and reports as required.

Contribute to the operational management plans, including service improvement and retention opportunities. Cover Duty Shifts as required to meet business objectives.

Assist General Manager to ensure a safe and legal environment, ensure equipment is maintained in good working order and that all faults are reported, repaired, or quarantined promptly.

Operate within company ethos, guidance, and policies, ensure all front of house team members do the same.

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Sound Operator – Makes sound clear, sometimes multiple decisions in a calm and timely manner

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.