

Receptionist \Hospitality Coordinator Job Description

An Cosán is currently seeking an experienced Receptionist\Hospitality Coordinator to join our team. This a hugely important role within the organisation as An Cosán prides itself on the warm welcome and caring, respectful atmosphere it creates for our learners, little ones, employees and visitors to the building. It can often be a big step for some people to reach out and contact us, so we need to ensure their first experience with us is an extremely positive one.

This position requires someone who is personable, detail-oriented and possesses proven people and communication skills. The ideal candidate will need to be able to multi-task while maintaining a pleasant and friendly attitude.

This role requires a highly organised, enthusiastic, professional with strong MS Office skills. The ideal candidate will have had experience leading a team as they will oversee the hospitality team. The Receptionist/Hospitality Coordinator will also be responsible for the Health & Safety of staff, participants and all who use the coffee dock.

The successful candidate will be dependable, adaptable and eager to ensure the smooth running of the reception and hospitality service.

This role is on site and cannot be performed remotely.

Job Title	Receptionist\Hospitality Coordinator
Reports To	Corporate Services Manager
Contract	1 year – Full time contract (39 hours)
Probation	3 Months
Location	Office Based, Tallaght, Co. Dublin

An Cosán

An Cosán (Irish for ‘The Path’) is Ireland’s largest community education organisation. The mission of An Cosán is to bring about social equality and an end to poverty through community-based adult education, the provision of early years supports, wrap around counselling services, and empowering social enterprise development. Over the past three decades, we have supported over 18,000 people to reach new pathways to empowerment via community education. Using innovative technology to deliver virtual access to its range of learning programmes An Cosán now reaches communities across Ireland.

Key Responsibilities

- Deliver a warm, efficient and professional service to internal and external stakeholders
- Effectively manage the daily running of reception

- Answer and direct calls and queries in a warm, friendly and professional manner
- Oversee and lead the hospitality team, including cover for holidays and sick leave
- Manage inbound and outbound post, including logging of post received, scanning of post for the various departments, arranging for registered post and couriers
- Ensure all who enter the building are adhering to Covid guidelines
- Deliver high standards of administrative support to all areas of the organisation, as required
- Oversee and efficiently run the coffedock. Duties will include;
 - Preparation of tea/coffee & catering for classes
 - Preparation of hospitality for meetings
 - Event management
 - Responsibility for the health and safety of all who use the coffee dock
 - Overseeing maintenance of equipment and high standards of cleaning and hygiene
 - Menu development
 - Ensuring the ethos of warmth and welcome is maintained and that all visitors to the Coffee Dock are treated with care and respect.
- Stock management
- Undertake training consistent with this role from time-to-time
- Regularly update systems in place to ensure that data is collected and maintained in line with GDPR
- Demonstrate flexibility and take on other ad-hoc duties, as assigned

Experience and Knowledge

- Previous experience in a receptionist role
- Strong knowledge of Microsoft Office 365 and general digital skills
- Previous experience delivering administrative support
- Previous experience managing a team
- Experience working within Health & Safety and Covid guidelines

Skills & Core Competencies

- Positive 'can do' attitude and a desire to improve systems and processes
- Warm, friendly demeanour with high professional standards
- Strong organisational and time-management abilities
- Excellent communication and interpersonal skills
- Excellent writing skills
- Problem-solving and decision-making aptitude
- Strong ethics and reliability
- High level of personal responsibility and integrity
- Ability to work on own initiative and co-operatively

Desirable

- Previous experience working for non-profit organisations
- Previous experience working within hospitality or event management team
- Previous experience working in community education

Salary commensurate with experience and the not-for-profit community education sector

Application Process

Please email the following documents to jobs@ancosan.ie with the subject line clearly marked: Reception\Hospitality Coordinator

- Cover letter
- Curriculum Vitae

Closing date for applications is 20th January 2022