

Job Title – Hospitality Assistant**Job ID – 156****Division – Hyperion Services Ltd****Location – London****Role Definition**

To meet and greet clients and visitors to the conference suite and ensure the rooms are prepared to high standard. To provide hospitality services for internal events.

Key Responsibilities / Accountabilities

- ensure that meetings are booked into rooms suitable for their size and requirements
- reprioritise bookings to accommodate VIP bookings
- liaise with IT to ensure correct support for AV equipment
- manage the resetting of rooms between meetings
- work with the cleaning vendor to establish a 'best in class' cleaning regime for the Executive suite
- provide hospitality support for internal events
- provide concierge support as required
- provide support to the Head of conference suite and hospitality as required
- create an environment of service excellence

Skills and abilities needed to perform role

- Excellent Customer Services approach
- Attention to detail
- Flexibility
- Ability to work under pressure
- Multi-tasking
- Ability to find creative solutions to ad hoc requests
- Good relationship management and inter-personal skills both internally and externally;
- Competent Fire Warden and First Aider
- Good communication skills

Knowledge and Experience

- Good Knowledge of the Company and its employees.
- Event Management experience
- Experience of working in a busy environment, dealing with senior executives

Professional Qualifications

- GCSE
- City and Guilds

The company operate a stringent employee referencing and verification process when we on board new joiners (temporary or permanent), which means if you are offered a role with us we will ask you to make honest and open declarations about your past employment, qualifications, financial history and credit/debt history. It can mean that offers of employment may be withdrawn if information is found which is not satisfactory to us.

Any unsolicited CV's/candidate profiles submitted through our website or to employees of Hyperion Services Limited outside of the HR function are considered property of Hyperion Services Limited and are not subject to payment of agency fees. In order to be an approved Recruitment Agency/Search Firm for Hyperion Services Limited, a formal Hyperion Services Limited agreement must be signed by an authorised member of Hyperion Services Limited HR function. CV's must be submitted according to our candidate submission process, which includes being actively engaged on the particular search, if the candidate submission process is not followed, no agency fees will be paid by Hyperion Services Limited.