

**Future Business Centre, Cambridge**  
**Centre Assistant**

**Hours:** Full time (35 hours per week). Job Share will be considered.

**Based:** Future Business Centre, Cambridge

**Salary:** £15,000 per annum rising to £16,500 upon successful completion of a 3 month probationary period

We are looking to find a Centre Assistant who will help run our reception, deliver a five-star customer service to tenants and visitors, and play an integral role in establishing the Centre as one of Cambridge's premier business centres.

You will be able to bring great people skills, a positive attitude and the confidence to take on new tasks and projects with minimal supervision. These roles will represent the face of the Future Business Centre and our friendly, supportive, professional and positive approach.

**Job Description**

Key responsibilities will include;

- Delivering reception services during our core hours of 8.30am-5.30pm, including receiving, directing and responding to all calls, messages, sorting incoming and outgoing mail and assisting tenants.
- Assisting with tasks outside of core hours which may require early starts, late finishes and occasional weekend working.
- Greeting and directing visitors and dealing with queries from tenants, visitors, customers and the general public.
- Taking enquires, managing bookings and organising the delivery of conference and meeting room bookings to include setting up spaces for bookings with the movement of furniture to the desired layout, generating invoices and taking card payments.
- Managing tenant information, including facilities usage, through our management information system.
- Monitoring maintenance issues in the building, including having responsibility for the reception area and the conference/meeting rooms.
- Co-ordinating conference/meeting catering both directly and with the Café provider.
- Providing general administrative support to the reception and operations team i.e. processing application for virtual tenancy and co-working, filing, photocopying, scanning.
- Promoting, encouraging and assisting in building a community spirit at the Centre.
- Assisting with the delivery of the Future Business Centre and establishing it as a major hub for enterprise in the area.
- Any other task that is deemed as appropriate and within competence of individual.

## **Person Specification**

The successful candidates will have:

- Experience of administration work using Microsoft Office (e.g. Outlook, Word, Excel)
- Experience of working in a customer-facing role, and an understanding of the need for excellent customer service skills
- Excellent computer skills, and a willingness to learn new programmes/systems
- An approachable, friendly and professional manner with a can-do attitude and a willingness to develop
- Excellent communication skills, with a high standard of spoken and written English
- Flexibility to attend work outside of core hours from time to time
- The ability to work effectively in a team and to tight deadlines under pressure
- To be able to work on own initiative when required
- Candidates will also be self-motivated, organised, and reliable

To apply: Send your CV (including contact details of two referees) and covering letter to: [recruitment@allia.org.uk](mailto:recruitment@allia.org.uk)

Closing date for applications: 5pm on Friday 29<sup>th</sup> July 2016.

Interview date for shortlisted candidates will be held on Wednesday 10<sup>th</sup> August 2016.