



**Future Business Centre, Peterborough
Centre Assistant**

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

Based: Future Business Centre, Peterborough

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 to join our team to 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 Peterborough'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 through our management information system.
- Monitoring, and reporting on, maintenance issues in the building, including having responsibility for the reception area and the conference/meeting rooms.
- Co-ordinating conference/meeting catering.
- Provide front-of-house assistance during the lunch period in the onsite Bistro including taking orders and operating the till.
- Providing general administrative support to the reception and operations team i.e. processing applications, filing, photo-copying, scanning and purchasing supplies.
- Ensuring the Centre's appearance is maintained to a high standard, liaising with our cleaning and maintenance contractors, to ensure the safety, welfare and expectations of our tenants and visitors at all times.
- Promoting, encouraging and assisting in building a community spirit at the Centre.
- Any other task that is deemed as appropriate and within the competence of the individual.

Person Specification

The successful candidates will have:

- Experience of administration work using Microsoft Office/Office 365 (e.g. Outlook, Word, Excel)
- Experience of working in a customer-facing role, and an understanding of the need for excellent customer service skills
- A willingness to learn new computer programmes/systems
- An approachable, friendly and professional manner with a positive, 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 solve problems and work on their own initiative when required
- Candidates will also be self-motivated, organised, and reliable
- A motivation to do things, or identify new ways of working, that improve the service we offer at the Centre

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