



Programme Support Lead

Location – Hackney, London with occasional travel to other Allia Future Business Centre’s in Cambridge and Peterborough

Hours – Full time

Salary – £22,000.00 - £24,000.00 (pro rata) per annum dependent on experience.

We are looking to find a Programme Support Lead to join our team to facilitate the operation of our newest site in Hackney, London and support the delivery of our programme to entrepreneurs. You will deliver a five-star customer service to tenants and visitors, and play an integral role in establishing the Centre as one of London’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. You will represent the face of the Future Business Centre and our friendly, supportive, professional and positive approach.

Role Responsibilities

- Support delivery of the Centre's incubator and accelerator programmes, and services to tenants
- Assisting the Centre & Programme Manager and Community Host in the delivery of workshops and larger events including scheduling and liaising with speakers, ordering catering or materials required, supporting event administration, and carrying out events space set-up and clear down
- Reaching out to local organisations and attending networking events to promote Allia, to identify potential participants in Serious Impact programmes, and experts who can deliver mentoring, support and workshop content to our tenants
- Supporting the applications, selection and onboarding process of each Serious Impact programme in East London including working with the Marketing Specialist to promote applications
- Reporting into the Centre & Programme Manager to deliver activities to ensure the smooth operation of the centre including Health & Safety, Fire and Security matters
- Ensuring a prompt response to all customer needs and providing all members, prospective members, and guests with excellent customer service
- Developing relationships with members to support future revenue generation and effectiveness
- To support the Centre & Programme Manager in responding to tenants' lease/licensing issues
- Assisting the Centre & Programme Manager in monitoring the progress of businesses taking part in programmes offered by Allia, including collection of data from the participating businesses
- Monitoring, and reporting on, maintenance issues in the building that the Centre & Programme Manager will schedule with the maintenance staff
- Supporting the Community Host with taking enquires, managing bookings and organising the delivery of conference and meeting room bookings, generating invoices and taking card payments

- Managing tenant information through our management information system
- Providing general administrative support to the reception and operations team i.e. processing applications, filing, photo-copying, scanning
- 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

- A minimum of 1 years previous experience in a similar role
- 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 programs/systems
- Ability to or willingness to learn basic maintenance functions for equipment within the centre such as printing and heating services
- Possess a clear understanding of what makes a clean and welcoming environment
- 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
- Exceptional organisational and multitasking skills, with an ability to manage own workload
- 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 please send a covering letter along with your CV including contact details of two referees to recruitment@allia.org.uk

Closing date: 19th May 2017.