



**Future Business Centre, Peterborough
Centre Assistant**

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

Based: Future Business Centre, London Road, Peterborough.

Salary: £15,379.00 per annum + 25 days holiday/year, bank holidays, pension & other benefits.

We are looking for a highly-motivated individual who can provide exceptional five-star customer service to all of our clients by supporting the delivery of our busy reception and event hospitality services at Future Business Centre Peterborough.

The Centre Assistant will play an integral role in establishing the Centre as one of Peterborough's premier business centres and represents the face of the Future Business Centre and our friendly, supportive, professional and positive approach.

Job Profile

Key responsibilities include:

- Delivering reception services including call, visitor and mail handling;
- Taking and managing bookings for conference and meeting room bookings;
- Moving furniture and setting up conference and meeting rooms to desired layouts;
- Occasional work outside of core hours, including early starts, late finishes & at weekends;
- Setting up new clients on our system including the raising of invoices;
- Keyholder responsibilities including the opening, closing and securing of the building;
- Monitoring & reporting on maintenance issues and engagement with cleaning teams;
- General administrative duties including photocopying, filing, scanning and procurement;
- Promoting, encouraging and assisting in building a community spirit at the Centre;
- Any other task deemed appropriate and within the competence of the individual;

Person Specification

Successful candidates will:

- Have experience, or a passion, for working in a customer-facing role.
- Want to strive to deliver the best customer service possible.
- Have excellent communication skills and a high standard of written & spoken English.
- Be motivated to get things done and identify ways to improve the services we offer.
- Solve problems and work under their own initiative when required.
- Thrive in a busy environment handling multiple tasks at once and under pressure.
- Be confident in the use of Microsoft Word, Excel, PowerPoint and Outlook.
- Be willing to develop and learn, including the use of new programmes and systems.

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