



Centre Assistant

Hours: Full time, 35 hours per week

Contract – Permanent.

Based: Future Business Centre, Cambridge

Salary: £17,420 p/a + 25 days holiday/year, pension & other benefits.

About Us

Allia is the UK's leading organisation dedicated to helping impact ventures to thrive. Allia supports those that aim to make positive change and address the most pressing global and local challenges: through flexible workspace, networking and community in its Future Business Centres (in Cambridge, London and Peterborough); its Serious Impact programme of business support for entrepreneurs; and social finance solutions to help charities create greater impact.

In the last 20 years, we have helped 1,440 ventures to start-up, grow and scale, which have launched new innovations and companies, creating 4,500 jobs and we have issued bonds raising over £311.5 million to help charitable organisations with development projects and activities.

Our people are pivotal to our success and we have grown expediently. Our team is almost 50 strong in 3 locations and we continue to add to this number. We are an equal opportunities employer who embraces diversity, inclusion and flexible working. In fact, we are the best not-for-profit employer for employee engagement in the Eastern region. We offer a great working environment, true team working ethos, great benefits and much more.

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

Role Responsibilities

- 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 and visitors.
- 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 including making them aware of relevant services that we offer.
- 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 and setting up and delivering our catering offer.
- Providing accounts and financial support by checking details are correctly logged in Clarity and generating necessary invoices, credit notes and taking card payments.
- Managing tenant information through our management information system and logging prospects and new clients in our CRM system, providing reports to management when required.

- Monitoring, and reporting on, maintenance issues in the building, including having responsibility for the reception area and the conference/meeting rooms.
- Providing general administrative support to the reception and operations team i.e. processing applications, filing, photocopying, 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.
- Delivering exceptional, 5-star, customer service 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.

Skills, Qualifications & Personal Attributes

- 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
- The ability to work effectively in a team and to tight deadlines under pressure
- To be able to solve problems and work under their own initiative when required
- Candidates will also be self-motivated, organised, proactive and reliable
- A motivation to do things, or identify new ways of working, that improves the service we offer at the Centre.

To apply for this role please send an up to date CV with a supporting covering letter highlighting your skills and experience along with why we should consider you for the role and your salary expectations. Candidates must be eligible to work in the UK. All applications should be submitted by 5pm on 20th February 2019 to recruitment@allia.org.uk.