

Receptionist: The Core, Science Central
Location: Science Central, Newcastle upon Tyne.
Monday to Friday: full time. Permanent.
Salary: £14,000

The Core, opening in November 2014, is a new location for small, fast growing science, technology and knowledge-based businesses. The Core is managed and operated by Creative Space Management on behalf of Newcastle City Council. We are seeking someone special to join us from 1st October 2014. You will be at the heart of making The Core's opening and ongoing management successful.

You will have a strong customer service experience and the ability to work on a range of tasks at any one time.

The successful candidate will be joining Creative Space Management which is a small but award-winning company recognised as one of the UK's leading providers of facilities to the high growth industries. We are committed to our employees and offer an excellent working environment including contributory pension and healthcare benefits.

Full details of this role can be found at www.thecorenewcastle.co.uk or you can email us at info@thecorenewcastle.co.uk. Alternatively telephone 0191 375 9191, leave your name, email address and contact details and we will send you an information pack.

The closing date for applications is 130pm on Friday 18th July.

Interviews will be held during the day of Friday 25th July 2014.

Creative Space Management is an equal opportunities employer.

How to apply

Please **apply by email** only to the following address:

info@thecorenewcastle.co.uk

Please include an up to date **curriculum vitae and a covering letter** of not more than two sides explaining why you are applying and what you can bring to the role. Include the names and contact details of two referees who may be contacted after interview.

Please use the **subject line** "Receptionist Application".

Any email **attachments** should be saved in pdf format. Combined files should not be more than 3mb in size.

If you have any **queries prior to submitting your application** please address them to paul.fallon@creativespaceman.com. Please use the subject line "The Core Receptionist Queries".

The **closing date** for applications is 130pm on **Friday 18th July 2014**.

Interviews will be held in Newcastle Upon Tyne during the day of **Friday 25th July 2014**.

JOB DESCRIPTION: RECEPTIONIST, THE CORE.

Context

To provide serviced office accommodation for small and medium-sized companies working in a range of scientific, technical, digital and knowledge based sectors which require a high quality location available on flexible terms.

Creative Space will provide a range of services at The Core including office accommodation, meeting facilities, fully managed IT & telephony and virtual office services as well as a range of events designed to encourage networking and a prominent profile for the building and its occupiers.

The Project Background

The Core is the first building being developed on Science Central, a new urban quarter in the centre of Newcastle upon Tyne. The 24 acre development site will be home to outstanding new research facilities for Newcastle University relating to energy, computing, sustainability and a range of future city themes as well as a range of commercial, leisure and residential properties. The site has embedded infrastructure for smart metering and will be a living laboratory enabling new solutions for area-wide management to be trialled and developed.

The Core is a 5,000sqm seven storey building which has been developed by Newcastle City Council and will be operated by Creative Space Management on its behalf. It will provide a landing point for growing companies on Science Central, providing high quality, flexible and fully serviced office accommodation as well as meeting and events space and a range of business services.

Businesses will be able to access their office space 24/7/365 and within the building at short notice, even taking on temporary project space as it is needed. The Core will also provide workstations, shared office space and virtual office services, suitable for inward companies checking out the local market and for new ventures.

Designed with new and growing knowledge-based businesses in mind, the building will be a place for collaboration, a place where people come together to share skills and knowledge, where ideas are generated and futures made. At the crossing point between research expertise and commercialisation, businesses based here will benefit from unique access to the networks that could gain them crucial competitive advantage.

Funding for the project has been provided by Newcastle City Council, the Regional Growth Fund and the European Regional Development Fund (ERDF).

The Company

Creative Space Management supports high growth sectors in the UK by creating and managing great spaces to work and live, all of which are sustainable, connected and design-led.

Creative Space was formed in 2005 and has grown rapidly to become one of the UK's leading providers of sustainable and flexible work spaces and related services for knowledge-based enterprises. Our customers in The Core will encompass a range of knowledge-based businesses from virtual companies, sole traders, micro businesses through small-to-medium sized firms.

We are committed to sustainability and to contributing to the development and management of neighbourhoods and communities. Every aspect of our work will be informed by these values and a desire to continuously improve the quality of our work.

We will ensure that our vision is matched by our ability to deliver our objectives and to achieve continuous growth driven by customer demand.

You can find out more about the company and the centres that it manages elsewhere in the country at www.creativespaceman.com.

We want the successful candidate to be an integral part of the wider team at Creative Space and we will expect you to draw upon the support of your colleagues and at times to provide support for them.

The Company Vision

Creative Space Management creates and manages great spaces to work and live all of which are sustainable, connected and design-led.

The company provides a stimulating, professional and relaxed environment that meets the aspirations of modern companies. Creative Space targets businesses and individuals that want to work within a like-minded community of enterprises.

We are committed to providing the highest quality of customer service and expect all our employees to have an enthusiastic, empathetic approach to our clients.

The company is also committed to equality of opportunity and encourages all staff to fulfil their potential. Team work is extremely important in a busy environment such as The Core and we expect our staff to be able to act under their own initiative as well as be a committed team player.

We want all of our staff to enjoy working for Creative Space and to help make the company the leading provider of sustainable and flexible work spaces and related services for knowledge-based enterprises.

The Role

The role of Receptionist is primarily concerned with manning and managing the front desk but we do seek someone who is capable of getting involved in the full range of other work at the centre and wishes to progress with The Core.

Work can be demanding and we aim to ensure it is varied. This is primarily a customer facing role, providing a range of reception services including telephone answering, franking mail and sorting post. There are many other duties including conference bookings, catering provision, administration work and sales & marketing.

You must have outstanding customer service skills and be organised, responsible and efficient.

Responsibilities

You will be expected to undertake a wide range of duties including but not limited to those listed below:

Reception:

- You will be expected to answer all telephone calls professionally and promptly and to provide telephone answering services and the relaying of messages as appropriate.
- You will act as the first point of contact for all our clients and visitor and you should ensure that all centre users are treated in a friendly, appropriate manner and shown courtesy and respect at all times.
- Ensure that all visitors to the centre are acknowledged promptly and that they are provided with the necessary level of service.
- You will be expected to undertake a range of administrative duties to enable smooth running of the centre and to assist the management team in the operation of the company's business.
- You should handle any complaints in a professional, appropriate manner and ensure that the Centre Manager is appraised of any such issues.
- You should work closely with your colleagues to provide a smooth, seamless service to clients constantly looking to improve our working practices.
- You will manage a variety of diary systems including conference/ meeting room bookings, and work rotas.
- You must ensure that all visitors to the centre sign in and out in order to adhere to our Health and Safety Regulations.
- Keep reception area clean and tidy at all times.

Administration:

- Ensure an appropriate stock of stationery is kept and maintained.
- Assist with administration duties such as filing, photocopying, laminating, faxing, etc..
- Sort and distribute incoming post, frank and post all outgoing post.
- Database management for clients' information.

Events and Meetings:

- Maintain and manage events / meeting facilities including taking bookings and selling The Core as a meeting venue, setting up rooms, greeting delegates, etc.
- Take a flexible approach to your working hours to ensure that evening and weekend events and conferences are fully staffed.
- Prepare refreshments including hot and cold drinks for events and

meetings..

- Ensure that all meeting rooms are presentable prior to the start of each conference/meeting, that the rooms are kept clean and tidy and that any equipment ordered by the client is present and in good working order.

Health & Safety:

- Ensure all relevant Health & Safety regulations are complied with and assist with Health & Safety activities, in particular First Aid and fire evacuation procedures.

Sales, Events, PR & Marketing:

- Assist the Centre Manager in handling new enquires and accompanying prospective new tenants on viewings of offices, providing quotations, etc.
- Produce Press Releases and ensure that the company's websites are kept up to date and accurate.

Other:

- Be an integral part of The Core team.
- To act as an ambassador for The Core and Creative Space, ensuring that your behaviour reflects well on the company.
- Any other duties as requested by the Centre Manager or Senior Management Team at Creative Space Management in order to meet the changing needs and demands of the business.

Status: Full Time. 40 hours per week. The hours are eight hour shifts between 08:00 and 18:00 Monday to Friday with one hour for lunch. The position is permanent subject to the satisfactory completion of a 6 month probationary period. A TOIL system is in place for any overtime worked.

Salary: £14,000 per annum

Location: The Core, Science Central, Bath Lane, Newcastle upon Tyne, NE4 5TF

Responsible for: N/A

Line Managed by: Centre Manager



THE CORE

Receptionist: Professional and Personal Competencies

This document tells you a little more about what type of person we are looking for and how we will evaluate if you are right for the role.

You should read each section carefully, think about your own skills and experience and then ask yourself the following questions:

- Will you be able to undertake the duties required of you?
- Are there any areas where you are lacking experience/skills?
- If so, what can you do to compensate for these?
- Are there sections of the job which simply don't interest you?
- Do you feel you fully understand the job requirements?
- Are you committed to applying for the role?
- Is this the right job for you?

Professional competencies

<p>Professional and personal competencies required for this role</p>	<p>What we will be looking for</p>	<p>How will we identify these qualities?</p>
<p>Advanced customer service skills with experience of setting high standards, training and achieving high standards</p>	<ul style="list-style-type: none"> • At least two one year’s experience of providing customer services with a demonstrable record of achievement • An exceptional and enthusiastic approach to customer services and a commitment to continuous improvements against high performance standards • Relevant qualifications or professional training • Is able to see things from the customer's point of view and can motivate and train others to attain the highest standards in building strong customer relationships • A welcoming, empathetic and enthusiastic approach to customer service • A natural enjoyment of customer interaction • A commitment to continually improving Customer Service • Understanding the balance of providing customers with all they need whilst still maintaining the company's efficiency and sustainability • Confident yet open to other viewpoints and always approachable • Well presented, projecting a professional demeanour • Willing to ‘go the extra mile’ with a natural tendency to follow up on things and tie up loose ends • Having a full understanding of the nature of the customer relationship and committed to sustaining long term relationships 	<p>Application letter – showing a natural enthusiasm and customer empathy</p> <p>CV – experience of customer service</p> <p>Workshop/Interview/Presentation –</p> <p>Looking for natural understanding of the customer relationship</p>

<p>Ability to work within a commercial environment to achieve income and performance targets</p>	<ul style="list-style-type: none"> • Understanding of working to performance targets and delivering or exceeding against such targets • Knowledge and experience of monitoring and evaluating projects 	<p>Application letter – demonstrating understanding & experience of commercial environment</p> <p>CV – showing previous experience</p> <p>Workshop/Interview/Presentation – to demonstrate understanding & experience</p>
<p>Excellent written, communication and presentation skills</p>	<ul style="list-style-type: none"> • Presents information accurately, articulately and concisely both orally and in writing. • Is at all times positive and polite in dealing with customers and ensures that customers' needs are satisfied • Persuasive and enthusiastic approach • A professional speaking voice, clear, easy to listen to with a good grasp of the English language 	<p>Application letter – well written and thought out, no typos or errors.</p> <p>CV – well presented, tailored to specific job.</p> <p>Workshop/Interview/Presentation – ability to present and able to respond quickly</p>
<p>Ability to analyse situations, plan and take decisions</p>	<ul style="list-style-type: none"> • Takes responsibility for prioritising work and anticipates problems so that service standards are maintained • Is pro-active in putting forward new ideas and initiatives to contribute to the continuous improvement of the organisation and its services 	<p>Application letter – demonstrating understanding & experience of decision making</p> <p>CV – showing previous</p>

		<p>experience</p> <p>Workshop/Interview/Presentation – to demonstrate understanding & experience</p>
<p>High standards of personal organisation</p>	<ul style="list-style-type: none"> • Takes personal responsibility for making things happen • Maintains high standards and a positive attitude despite difficulties • Takes action to manage own workload and help others to achieve theirs • Experience of dealing with multi-tasking and developing strategies to manage workload issues • Ability to maintain high standards at all times – even in difficult circumstances or when under pressure • Able to implement new systems to ensure higher levels of efficiency & productivity 	<p>Application letter – demonstrating understanding & experience of managing workload</p> <p>CV – showing previous experience</p> <p>Workshop/Interview/Presentation – to demonstrate understanding & experience</p>
<p>Cost / sales orientated</p>	<ul style="list-style-type: none"> • Sales experience or aptitude • Ability to plan sales strategy, set and meet targets to ensure high occupancy • Natural ability to sell/upsell products & services through everyday contact with customers • Accurate in terms of data recording for sales & invoicing 	<p>Application letter – demonstrating understanding & experience of sales & financial target setting</p> <p>CV – showing previous experience</p> <p>Workshop/Interview/Presentation</p>

		- to demonstrate understanding & experience
Health & Safety/Buildings maintenance	<ul style="list-style-type: none">• Understanding of Health & Safety issues and able to act responsibly• Understanding of importance of H&S and Buildings maintenance including the documentation and safe-keeping of records, logs & assessments	Application Letter – demonstrates an understanding of the importance of the physical centre CV – previous experience/skills Workshop/Interview/Presentation – demonstrates understanding & quick thinking