



**Customer Service Administrator: The Core, Science Central**

**Location: Science Central, Newcastle upon Tyne.**

**Monday to Friday: full time. Permanent.**

**Salary: £17,160 - £19,000**

The Core, is the flagship building on Science Central, and a new location for small, fast growing science, technology and knowledge-based businesses.

Science Central, a partnership between Newcastle University and Newcastle City Council is a 24 acre development site which will join academics and their research, the public and private sectors and communities investigating the range of future city challenges.

Managed and operated by Creative Space Management on behalf of Newcastle City Council, we seek an exceptional Customer Service Administrator to join a busy team to support the management of The Core.

The successful candidate will:

- Be passionate about supporting high growth SMEs
- Have experience of providing high standards of customer service
- Be able to think on their feet and support a small, productive team.

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.

Full details of this role can be found at [www.thecorenewcastle.co.uk](http://www.thecorenewcastle.co.uk). For an informal discussion about the role, please contact Fiona Melvin, Centre Manager on 0191 495 7300.

**Application is by letter (no more than two pages of A4) and CV. Please submit these in PDF format to [fiona.melvin@thecorenewcastle.co.uk](mailto:fiona.melvin@thecorenewcastle.co.uk). The closing date for applications is 8pm on Thursday 10 March 2016.**

**Interviews will be held during the day of Thursday 17 March 2016.**

Creative Space Management is an equal opportunities employer.



## **JOB DESCRIPTION: CUSTOMER SERVICE ADMINISTRATOR**

### **The Company**

Creative Space Management Ltd (Creative Space) 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 creative sector and knowledge-based enterprises. Our occupiers in The Core encompass a range of knowledge based and research led businesses, from virtual companies, sole traders and micro businesses through to small-to-medium sized businesses, all of whom are addressing future city challenges.

We are committed to innovation, 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 in the building's services 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](http://www.creativespaceman.com).

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

## **The Project**

The Core is the flagship building 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, developed by Newcastle City Council and operated by Creative Space Management. The Core provides high quality, flexible and fully serviced office accommodation as well as meeting and events space and a range of business services for growing companies on Science Central.

Businesses can access their office space 24/7/365, even taking on temporary project space as it is needed. The Core also provides workstations, shared office space and virtual office services, suitable for inward companies checking out the local market and for new ventures.

Open since November 2014, The Core is home to over 20 companies with more than 200 people working in the building every day. The Core is a popular venue for high profile events and also has its own innovative events series programmed by the team.

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

## **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 programme of events designed to encourage networking and develop a prominent profile for the building and its occupiers.

## **Our expectation**

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.

We are committed to equality of opportunity and encourage all our 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 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 creative and digital enterprises.

## **The Role**

The role of Customer Service Administrator is varied and demanding. It 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 meeting room bookings, catering provision, IT & telephony programming, 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 visitors and you should ensure that all centre users are treated in a friendly, appropriate manner and shown courtesy and respect at all times.
- You will 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 the smooth running of the centre and to assist management 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 informed of any such issues.
- You should work closely with your colleagues to provide a seamless service to clients and constantly look to improve our working practices.
- You will manage a variety of diary systems including events room and 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 the reception area clean and tidy at all times.

**Administration:**

- Ensure that the CCTV system is functioning correctly and that the system is managed in accordance with the Data Protection regulations.
- 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, car parking bookings etc.
- Assist in the preparation of reports and monitoring as required by the Creative Space Team or Steering Group.

**Conferencing and events:**

- Maintain and manage facilities in the Events Space including taking bookings and selling The Core as a meeting venue, setting up rooms, greeting guests, etc.
- Take a flexible approach to your working hours to ensure that any occasional evening and weekend events and conferences are fully staffed.
- Prepare meeting room refreshments including hot and cold drinks.
- Ensure that all meeting rooms are presentable prior to the start of each event/meeting, that the rooms are kept clean and tidy and that any equipment ordered by the client is present and in good working order.

**ICT:**

- Commission and decommission telephone and internet services.
- Provide first contact support and diagnosis of technical problems raised by clients, liaising with third parties as applicable to ensure that service level agreements are met.
- Maintain accurate records of service provision to clients and produce accurate billing information.
- Update content on The Core website via a content management system.

**Finance:**

- Produce and send monthly sales invoices to a deadline, including checking all invoices for accuracy prior to distribution to clients.
- Service provision to clients is recorded and maintained with accurate billing information produced and charged to customer accounts.

**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.

**Client Management:**

- Assist with the setting up of offices for new clients including organising keys, programming security fobs, ordering signage and informing the relevant authorities regarding The Core's payment of business rates.
- Set up new telephones for clients and assisting the IT Team with Internet connections and support as required.

**Sales, Events, PR & Marketing:**

- Assist the Centre Manager in handling new enquires and accompanying prospective new tenants on viewings of offices, providing quotations, etc.
- Organise and attend functions and networking events held at The Core or elsewhere as required.
- Produce press releases and ensure that the company's websites are kept up to date and accurate.

**Other:**

- Be an integral part of the The Core team and of the wider Creative Space team.
- 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 by the Creative Space Senior Management team 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 to 18:00 with one hour for lunch. The position is permanent subject to the satisfactory completion of a 6 month probationary period

**Salary:** £17,160 - £19,000

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

**Responsible for:** N/A

**Line Managed by:** Centre Manager

## **Customer Service Administrator: 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**

Professional and personal competencies required for this role	What we will be looking for	How will we identify these qualities?
<p>Advanced customer service skills with experience of setting high standards, training and achieving high standards</p>	<ul style="list-style-type: none"> <li>• At least one year’s experience of providing customer services with a demonstrable record of achievement</li> <li>• An exceptional and enthusiastic approach to customer services and a commitment to continuous improvements against high performance standards</li> <li>• Relevant qualifications or professional training</li> <li>• 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</li> <li>• A welcoming, empathetic and enthusiastic approach to customer service</li> <li>• A natural enjoyment of customer interaction</li> <li>• A commitment to continually improving Customer Service</li> <li>• Understanding the balance of providing customers with all they need whilst still maintaining the company’s efficiency and sustainability</li> <li>• Confident yet open to other viewpoints and always approachable</li> </ul>	<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>

	<ul style="list-style-type: none"> <li>• Well presented, projecting a professional demeanour</li> <li>• Willing to 'go the extra mile' with a natural tendency to follow up on things and tie up loose ends</li> <li>• Having a full understanding of the nature of the customer relationship and committed to sustaining long term relationships.</li> </ul>	
Ability to work within a commercial environment to achieve income and performance targets	<ul style="list-style-type: none"> <li>• Understanding of working to performance targets and delivering or exceeding against such targets</li> <li>• Knowledge and experience of monitoring and evaluating projects.</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of commercial environment.</p> <p>CV – showing previous experience.</p> <p>Workshop/Interview/Presentation – to demonstrate understanding &amp; experience.</p>
Team Working	<ul style="list-style-type: none"> <li>• Assists in setting and contributes to the achievement of team objectives.</li> <li>• Is effective in relating to others and shows sensitivity to the feelings of others.</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of commercial environment.</p> <p>CV – showing previous experience.</p> <p>Workshop/Interview/Presentation – to demonstrate understanding &amp; experience.</p>
Excellent written, communication and presentation skills	<ul style="list-style-type: none"> <li>• Presents information accurately, articulately and concisely both orally and in writing</li> <li>• Is at all times positive and polite in dealing with customers and ensures that customers' needs are satisfied</li> <li>• Persuasive and enthusiastic approach</li> <li>• A professional speaking voice, clear, easy to listen to with a good</li> </ul>	<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>

	grasp of the English language.	
Ability to analyse situations, plan and take decisions	<ul style="list-style-type: none"> <li>• Takes responsibility for prioritising work and anticipates problems so that service standards are maintained</li> <li>• Is pro-active in putting forward new ideas and initiatives to contribute to the continuous improvement of the organisation and its services.</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of decision making.</p> <p>CV – showing previous experience.</p> <p>Workshop/Interview/Presentation – to demonstrate understanding &amp; experience.</p>
High standards of personal organisation	<ul style="list-style-type: none"> <li>• Takes personal responsibility for making things happen</li> <li>• Maintains high standards and a positive attitude despite difficulties</li> <li>• A methodical approach with good attention to detail and time management skills</li> <li>• Able to work under their own initiative and demonstrate project coordination skills</li> <li>• Takes action to manage own workload and help others to achieve theirs</li> <li>• Experience of dealing with multi-tasking and developing strategies to manage workload issues</li> <li>• Ability to maintain high standards at all times – even in difficult circumstances or when under pressure</li> <li>• Able to implement new systems to ensure higher levels of efficiency &amp; productivity.</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of managing workload.</p> <p>CV – showing previous experience.</p> <p>Workshop/Interview/Presentation – to demonstrate understanding &amp; experience.</p>

<p>Cost / sales orientated</p>	<ul style="list-style-type: none"> <li>• Sales experience or aptitude</li> <li>• Ability to plan sales strategy, set and meet targets to ensure high occupancy</li> <li>• Natural ability to sell/upsell products &amp; services through everyday contact with customers</li> <li>• Accurate in terms of data recording for sales &amp; invoicing</li> <li>• Ability to support financial planning and monitoring.</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of sales &amp; financial target setting.</p> <p>CV – showing previous experience.</p> <p>Workshop/Interview/Presentation – to demonstrate understanding &amp; experience.</p>
<p>Health &amp; Safety/Buildings maintenance</p>	<ul style="list-style-type: none"> <li>• Understanding of Health &amp; Safety issues and able to act responsibly</li> <li>• Understanding of importance of H&amp;S and Buildings maintenance including the documentation and safe-keeping of records, logs &amp; assessments</li> <li>• Ability to undertake maintenance inspections and report and remedy faults.</li> </ul>	<p>Application Letter – demonstrates an understanding of the importance of the physical centre.</p> <p>CV – previous experience/skills.</p> <p>Workshop/Interview/Presentation – demonstrates understanding &amp; quick thinking.</p>