

Community Host

- Location:** Future Business Centre, Central Cambridge, with occasional travel to other Allia Future Business Centres in Cambridge and Peterborough
- Hours:** Full time working 35 hours per week. Must be flexible to cover absences and other hours as required. Part Time hours (min 21) will be considered though full, 7-hour days are required on days worked.
- Salary:** £23,000 per annum (depending on experience)
- Reporting to:** Regional Centre Manager (Cambridge Future Business Centre)

About Allia

Allia Future Business Centre offers flexible workspace and a vibrant community for small businesses who are creating change. **Allia Impact** runs free business support programmes and innovative funded projects. Together, they are dedicated to supporting businesses to thrive, grow and create jobs, so that they can make a positive impact on their community, as well as addressing social and environmental global challenges.

We like to say that through doing this, we help to make a **Positive Impact for People, Place and Planet.**

Our parent company Allia Ltd is a charity that has, for over 21 years, been focused on supporting charitable organisations and responsible businesses, and facilitating innovative social finance. It has supported hundreds of businesses, charities and enterprises so that they can deliver local employment, training initiatives and a range of community projects across the UK.

Our people are pivotal to our success, and we have grown expediently. Our team is over 40 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 were recently awarded 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 services at the Central Cambridge Future Business Centre.

What We Are Looking For

The Future Business Centre in Central Cambridge is a new, high-profile operation in the heart of historical Cambridge, with the aim of providing quality workspace for charities, social enterprises and commercial occupiers, as well as a community hub which includes a café, retail unit and exhibition space.

We are looking for a highly motivated individual to join our team to run reception and events in the centre, support marketing communications and deliver a five-star customer service experience to tenants and visitors.

You will be able to bring great people skills, a positive enthusiastic attitude and the confidence to take on new tasks and projects with minimal supervision completing them efficiently and effectively. This role will represent the face of the high-profile Future Business Centre in Central Cambridge and maintain our friendly, supportive, professional and positive approach.

Role Responsibilities

- Responsible for the daily running of the centre whilst reporting to the Centre Manager
- Delivering reception services during our core hours of 9.00am-5.00pm, including receiving, directing and responding to all calls, messages, emails, sorting incoming mail, and assisting tenants and visitors.
- Greeting and directing visitors and dealing with queries from tenants, visitors, customers and the general public, ensuring a prompt response to all customer needs and providing all members, prospective members, and guests with excellent customer service.
- Managing clients' (tenants and co-workers) and prospective clients' information through our management information system.
- Reporting any maintenance issues in the building, including having responsibility for the reception area and the exhibition space and meeting rooms.
- Ensuring the Centre's appearance is maintained to a high standard, ensuring the safety, welfare and expectations of our tenants and visitors are met at all times.
- Manage the use of the exhibition space including engaging with potential community, charitable, social enterprise users and developing a programme of events and exhibitions in line with the agreed use of the space, and together with the marketing team.
- Occasionally assisting with tasks outside of core hours which may from time to time require early starts, late finishes and weekend working.
- Promoting, encouraging and assisting in creating community spirit at the Centre - working with the marketing team on tenant engagement.
- Promoting the centre on LinkedIn and other social media, to raise awareness of the activities and community within it
- Any other task that is deemed as appropriate and within the competence of the individual.

Personal Skills & Attributes

- Confidence to work independently in a high-profile building
- 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.
- 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 multi-tasking skills, with an ability to manage own workload.
- The ability to work effectively independently as well as with a team and to tight deadlines under pressure.
- To be able to solve problems and work on their own initiative when required.
- To 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.
- Must be eligible to work in the UK without sponsorship.

We are committed to equality and diversity for our ventures, tenants, colleagues, volunteers, trustees and supporters. We value the strength that comes with difference and the positive contribution that diversity brings to the communities in which we serve. We are working to increase diversity and would particularly welcome applications from groups that are currently under-represented, including those from a BAME background.

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 to recruitment@allia.org.uk. Applications will not be considered without this information.

All applications should be submitted by 5pm on 5th August 2022. Early application is encouraged, as we will be interviewing strong candidates as they apply.