

<b>Title</b> Centre Support Assistant Worksop Turbine Business & Innovation Centre	<b>Department</b> Place	<b>Post Ref.</b> xxxx
<b>Job Purpose</b> To be the face of the Business Centre setting a high standard and providing a professional image to all customers and visitors. To deliver exceptional customer service levels, supporting the Centre/Assistant Centre manager with the day to day running of the centre.		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. Greet, Welcome and Assist Visitors.</li> <li>2. Ensure reception is manned with telephone and switchboard being answered in a professional and timely manner.</li> <li>3. Ensure messages are delivered promptly.</li> <li>4. Ensure meeting room bookings are managed and recorded efficiently and rooms are set up appropriately to accommodate bookings, including but not limited to arranging catering, refreshments and IT requirements.</li> <li>5. Mail receipt and sorting.</li> <li>6. General administrative duties including but not limited to filing, faxing, logging maintenance issues and ensuring work is carried out in a timely manner, creation of sales and marketing material for internal events, updating availability and floor plans to keep current and fresh.</li> <li>7. Record and log of all incoming and outgoing parcels.</li> <li>8. Secretarial Services to customers as required.</li> <li>9. Accurately record any AD HOC services requested and relevant reporting.</li> <li>10. Maintain the Website and social media sites, including but not limited to ensuring material is updated regularly and sites are used in a professional manner.</li> <li>11. Support Centre events by assisting with promotion, co-ordination and attendance, including but not limited to helping with coffee mornings.</li> <li>12. Maintain and promote charity activity/events throughout the Centre.</li> <li>13. Keep the photocopier operational at all times, assisting customers/visitor's.</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. Prompt time keeping and attendance.</li> <li>2. To ensure reception is manned and run professionally and efficiently at all times.</li> <li>3. To ensure the Centre is open during the agreed hours alongside the ACM.</li> <li>4. To support the ACM with the day to day running of the Centre.</li> <li>5. To support the ACM and ensure that social media content is relevant to the business community and being used in a professional manner.</li> <li>6. Ensure that meeting rooms are set up and conference bookings are recorded and dealt with efficiently at all times.</li> </ol>	

14. Maintaining neatness of the reception and common areas. 15. Maintaining tidiness of kitchen areas. 16. Other actions necessary to ensure the smooth running of the Centre, including but not limited to; monitoring and ordering of consumables and stationery, preparation of customer keys, security fobs and gate passes, monitoring stock levels and ordering appropriately, assisting with set-up of new customers including mail set-up, ordering signage, updating customer records etc. 17. Covering for the Centre/Assistant Centre Manager as required.	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

<b>Person Specification</b>	
<b><i>Education and Knowledge</i></b> <ul style="list-style-type: none"><li>• GCSE Level or above.</li><li>• Business &amp; Administrative qualifications preferred but not essential.</li></ul>	<b><i>Personal skills and general competencies</i></b> <ul style="list-style-type: none"><li>• Attention to detail/completer/finisher.</li><li>• Excellent administrative organisational skills.</li><li>• Ability to work in collaboration and listen to others</li><li>• Strong communication skills, tactful and persuasive.</li><li>• Highly self-motivated and proactive with a desire to contribute.</li><li>• Client &amp; Customer focused, Putting Customers first</li><li>• Taking personal responsibility</li><li>• Ability to work under pressure.</li><li>• Team player/ Team leader when required.</li></ul>
<b><i>Experience</i></b> <ul style="list-style-type: none"><li>• A confident personable individual able to mix with all types of people and to provide a professional public image.</li><li>• Efficient with an eye for details</li><li>• Basic IT Skills</li><li>• Conscientious about his/her workload</li><li>• Team Worker</li><li>• Flexible in approach to work and working hours</li><li>• Proactive</li></ul>	
<b><i>Role Dimensions</i></b> <p>This post is managed by the Centre Manager, Worksop Turbine Business and Innovation Centre.</p>	

Date; 6<sup>th</sup> November 2018