

Front of House Co-ordinator: * Studios & Gallery.**

Location: 39 High Bridge, Newcastle upon Tyne, NE1 1EW.

Terms: Monday to Friday. 40 hrs per week. Full-time. Permanent.

Salary: £19,000 + employee benefits.

The successful candidate will have:

- Experience of providing high standards of customer service
- A commitment to team working and working on your own initiative
- Good administrative and organisational skills
- Good communication skills
- A genuine interest in the creative community based in the building

You will be working at what has formerly been known as Baltic 39, located between Grey Street and Bigg Market in the finest part of the historic city centre. New branding for the building is currently being undertaken. Behind the modest contemporary entrance on High Bridge, the building is arranged across five floors, offering a wide range of studios for artists and creative businesses as well as an outstanding venue for contemporary art and cross-artform performance.

You will be joining Creative Space Management which is an innovative property management business focused on clusters of creative, digital and knowledge-based businesses across the north of England. The company is an Employee Ownership Trust and is 100% owned by its employees. Creative Space Management is an equal opportunities employer. www.creativespaceman.com

JOB DESCRIPTION:

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 studio holders and visitors, and you should ensure that all occupiers and visitors are treated in a friendly, appropriate manner and shown courtesy and respect at all times.
- You will be part of a small team required to open up and close down the building mornings and evenings during the working week.
- You will be expected to undertake a range of administrative duties to enable the smooth running of the building and to assist the Building Coordinator.
- You should handle any complaints in a professional, appropriate manner and ensure that the Building Coordinator 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 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:

- Liaise with contractors arriving at the building to undertake repairs and maintenance ensuring correct paperwork and authorisations are in place.
- Ensure that the CCTV and security systems are functioning correctly and that the system is operated in accordance with the Data Protection regulations.
- Assist with administration duties such as filing, photocopying, laminating.
- Sort and distribute incoming post, manage all outgoing post.
- Database management for clients' information complying with GDPR good practice
- Assist in the preparation of reports and monitoring as required by the Creative Space Team or Steering Group.
- Assist with the setting up of offices for new clients including organising keys, programming security fobs, ordering signage.
- Update content on website via a content management system and contribute to internal communications and production of content for social media platforms and channels.
- Ensure all relevant Health & Safety regulations are complied with and assist with Health & Safety activities, in particular First Aid and fire evacuation procedures.

Meetings and events:

- Maintain and manage facilities for meetings as required
- Take a flexible approach to your working hours to ensure that any occasional evening and weekend requirements can be met.
- 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.

Other:

- Be an integral part of the management team and of the wider Creative Space team.
- 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. Hours to be confirmed.
- The position is permanent subject to the satisfactory completion of a 6-month probationary period.

How to apply:

- Send a letter of application and a copy of your CV to info@creativespaceman.com
- Please title your covering email "Front of House"
- In your letter, let us know how your interests, skills and experience fit the role.
- Applications will be accepted until midnight on Sunday 15th August 2021.