JOB DESCRIPTION

Job Title: Front of House Coordinator

Grade: Grade 2 (£18,795 - £19,171)

Job Location: Evolve Business Centre, Sunderland Software Centre, and

other Sunderland City Council Business Centres

Directorate: City Development

Services: Business Investment Team (Economic Regeneration)

Responsible to: Centre Manager

Responsible for: N/A

Purpose of Job:

To provide a high-quality Front of House service in the Business Centre as part of a dedicated team supporting businesses in the Centre and visitors to the Centre.

**Principal responsibilities:**

* Provide a professional welcome and act as first point of contact for all visitors to the Centres
* Manage sign-in of visitors and ensure secure management of all visitors entering and exiting the building
* Handle telephone calls and email enquiries with careful attention to detail
* Ensure that the reception and shared areas are maintained to reflect a professional and safe working environment
* Establish and maintain strong professional business relationships with the businesses in the business centre

**Administrative:**

* Coordinate and manage meeting room bookings and ensure rooms are set up and arranged accordingly
* Liaise and organise business centre services including catering and cleaning, security and ICT
* Log faults systematically using appropriate systems
* Refer issues for escalation to Assistant Centre Manager / Centre Manager
* Maintain central records of business requests for technical, caretaking and estate services
* Update electronic notice boards and information systems
* Manage a busy post desk including all occupier letters and parcels as well as (where appropriate) franking and outward-bound postal services
* Log calls and take messages, handle basic enquiries about the centres
* Contribute to provision of administrative services to Centre businesses (where applicable) e.g. typing, photocopying, management of incoming and external post, facsimile.
* Contribute to accurate collection of data for use in monthly management reports e.g. occupancy levels, conference room usage income, client records and feedback surveys
* Maintain door security and report any suspicious activity

**Sales and marketing:**

* Contribute to potential tenant enquiry management, provide initial information on request and log all enquiries
* Contribute to marketing of meeting rooms and event spaces for conferences and seminars
* Contribute to social media and profile raising for the Centre
* Organise occasional initiatives on reception to support the community of businesses at the Centres

**General**

* Support the management of Health and Safety at Reception and within the Business Centres
* Contribute to Health and Safety within the reception area and support to Fire Safety in the Centre via weekly and annual system testing
* Assist with input into the Annual Business Plan for the Centre
* Provide support and cover services at other Sunderland City Council Business Centres as required
* Undertake any other duties as required by the Assistant Centre Manager / Centre Manager

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and Safety rules and regulations and with Health and Safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council