

Job title	Receptionist / Concierge (Front of House Co-ordinator)
Grade	Level 1
Salary range	£19 – 22K with potential for bonus
Hours	35 - Job Share / Part Time considered
Place of Work	Cambridge Innovation Parks Ltd
Portfolio/ Team	Commercial

Role Summary

1. This role will provide efficient, professional and customer focused
 - a) reception, concierge and administrative services to all clients and visitors.
 - b) prospective client tours and inductions.
 - c) support to the commercial team in relation to organising events

Key Responsibilities

This section details, but is not an exhaustive list, of the specific activities or obligations for which we require and hold the role accountable.

1. Offering a professional and warm welcome to all visitors, clients and suppliers, ensuring a great first impression
2. Taking and screening incoming calls and resolving general telephone queries
3. Conducting tours and office viewing for prospective clients
4. Monitor the appearance of the reception area, including meeting rooms
5. Reporting to Facilities Management all client issues with the building and any other concerns in shared areas
6. Liaise and provide feedback to clients to ensure standards are maintained and improved
7. Handling incoming post and support the virtual office service
8. Management and booking of meeting rooms - ensuring meeting rooms are tidy and well stocked at the beginning of each working day (i.e. flipchart paper & pens/whiteboard markers)
9. Managing client communications and assisting the commercial team in organising events

10. Ad hoc administration support and other general duties at management's discretion

Person Profile

This section details the knowledge, skills and experience we require for the role.

Education & qualifications	Proven administrative and prioritisation skills
Relevant experience	Proven receptionist and administrative experience in a professional, corporate environment
Interpersonal and communication skills	Professional attitude Good communication skills both typed and verbal MS Office Skills – Word and Excel Competent with front and back-office software systems including CRM
Additional requirements	Self-motivated Enthusiastic and professional attitude Well-presented Team player

Terms and Conditions

Location	CIPL, Waterbeach
Working pattern	Monday - Friday Office hours are between 08.00 – 18.00
Hours of work	35 hours per week
Length of appointment	Permanent
Probation period	6 months
Annual leave	28 days per annum, including Public Holidays
Pension eligibility	Workplace Pension
Retirement age	N/A

Screening Check Requirements	
Application Process	

If you have any questions about this vacancy process, please contact Kelly Carter
jobs@cambridgeinnovationparks.co.uk.