

Customer Service Apprentice: Toffee Factory

Location: Lower Steenberg's Yard, Quayside, Ouseburn, Newcastle, NE1

2DF

Monday to Friday: full time. Permanent.

Salary: £13,936 (Aged 21 and over)

£11,924 (Aged 18 to 20)

Toffee Factory is a landmark building located in Ouseburn Valley, providing serviced office accommodation for small and medium sized companies working in the creative and digital industries.

Managed and operated by Creative Space Management on behalf of Newcastle City Council, we seek an exceptional Receptionist to join a busy team at the heart of making Toffee Factory's ongoing management successful.

The successful candidate will have:

- Experience of providing high standards of customer service
- Experience of working in a fast-paced environment
- A commitment to team working and working on your own initiative

The successful candidate will be joining Creative Space Management which is a small but award-winning company recognised as one of the UK's leading providers of facilities to the high growth industries. We are committed to our employees.

Creative Space Management is an equal opportunities employer.



JOB DESCRIPTION: CUSTOMER SERVICE APPRENTICE

The Company

Creative Space Management Ltd (Creative Space) supports high growth sectors in the UK by creating and managing great spaces to work and live, all of which are sustainable, connected and design-led.

Creative Space was formed in 2005 and has grown rapidly to become one of the UK's leading providers of sustainable and flexible work spaces and related services for creative sector and knowledge-based enterprises. Our occupiers in Toffee Factory encompass the creative and digital business sector ranging from virtual companies, sole traders, micro businesses through to small-to-medium sized businesses.

We are committed to innovation, to sustainability and to contributing to the development and management of neighbourhoods and communities. Every aspect of our work will be informed by these values and a desire to continuously improve the quality of our work. We will ensure that our vision is matched by our ability to deliver our objectives and to achieve continuous growth in the building's services driven by customer demand.

You can find out more about the company and the centres that it manages elsewhere in the country at www.creativespaceman.com.

We want the successful candidate to be an integral part of the wider team at Creative Space. We will expect you to draw upon the support of your colleagues from other cities and at times to provide support for them.

The Project

Toffee Factory is for growing businesses working in the creative and digital sectors. It provides contemporary office spaces from 26sqm to 175sqm in the refurbished Victorian Maynards Toffee Factory located at the mouth of the Ouseburn Valley. Toffee Factory has 23 fully serviced offices, shared office space and virtual office services. It builds upon Ouseburn Valley's existing ecology of creative businesses.

Toffee Factory is a 2,600sqm three storey building operated by Creative Space Management on behalf of Newcastle City Council. Alongside the high quality office spaces, Toffee Factory also provides a range of business services for growing companies who benefit from meeting and events spaces, a landscaped courtyard and roof terrace.

Businesses can access their office space 24/7/365, even taking on temporary project space as it is needed. Toffee Factory also provides shared office space and virtual office services, suitable for inward companies checking out the local market and for new ventures.

Open since November 2011, Toffee Factory is home to almost 30 companies with close to 200 people working in the building every day. Toffee Factory is a popular venue for events and also has its own innovative events series programmed by the team.

Capital funding for the project was secured through European Regional Development Funding (ERDF), Single Programme and Newcastle City Council

Context

To provide serviced office accommodation for small and medium-sized companies working in creative and digital industries sectors which require a high quality location on flexible terms.

Creative Space provides a range of services at Toffee Factory including office accommodation, meeting facilities, fully managed IT & telephony and virtual office services as well as a programme of events designed to encourage networking and develop a prominent profile for the building and its occupiers.

Our expectation

We are committed to providing the highest quality of customer service and expect all our employees to have an enthusiastic, empathetic approach to our clients.

We are committed to equality of opportunity and encourage all our staff to fulfil their potential. Team work is extremely important in a busy environment such as Toffee Factory and we expect our staff to be able to act under their own initiative as well as be a committed team player.

We want all our staff to enjoy working for Creative Space and to help make the company the leading provider of sustainable and flexible work spaces and related services for creative and digital enterprises.

The Role

The role of Customer Service Apprentice is varied and demanding. It is primarily a customer facing role, providing a range of reception services including telephone answering, franking mail and sorting post. There are many other duties including meeting room bookings, catering provision, administration work and sales & marketing. You must have outstanding customer service skills and be organised, responsible and efficient.

Responsibilities

You will be expected to undertake a wide range of duties including but not limited to those listed below:

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 our clients and visitors and you should ensure that all centre users are treated in a friendly, appropriate manner and shown courtesy and respect at all times.
- You will ensure that all visitors to the centre are acknowledged promptly and that they are provided with the necessary level of service.
- You will be expected to undertake a range of administrative duties to enable the smooth running of the centre and to assist management in the operation of the company's business.
- You should handle any complaints in a professional, appropriate manner and ensure that the Centre Manager 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 events room and meeting room bookings.
- 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:

- Ensure an appropriate stock of stationery is kept and maintained.
- Assist with administration duties such as filing, photocopying, laminating, faxing, etc.
- Sort and distribute incoming post, frank and post all outgoing post.
- Database management for clients' information, meeting room bookings etc.
- Assist in the preparation of reports and monitoring as required by the Creative Space Team or Steering Group.

Conferencing and events:

- Assist in the management of facilities in the Events Space including taking bookings and selling Toffee Factory as a meeting venue, setting up rooms, greeting guests, etc.
- Take a flexible approach to your working hours to ensure that any occasional evening and weekend events and conferences are fully staffed.
- Prepare meeting room refreshments including hot and cold drinks.

- 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.

Health & Safety:

- Ensure all relevant Health & Safety regulations are complied with and assist with Health & Safety activities, in particular First Aid and fire evacuation procedures.

Sales, Events, PR & Marketing:

- Organise and attend functions and networking events held at Toffee Factory or elsewhere as required.

Other:

- Be an integral part of the Toffee Factory team and of the wider Creative Space team.
- Act as an ambassador for Toffee Factory and Creative Space, ensuring that your behaviour reflects well on the company.
- 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. The hours are eight hour shifts between 08:30 to 17:30 with one hour for lunch. The position is permanent subject to the satisfactory completion of a 6 month probationary period

Salary:

£13,936 (Aged 21 and over)
£11,924 (Aged 18 to 20)

Location:

Toffee Factory, Lower Steenberg's Yard, Quayside, Ouseburn, Newcastle upon Tyne, NE1 2DF

Responsible for:

N/A

Line Managed by:

Centre Manager

