

Baltic Creative

Administration Officer



Job Title:	Baltic Creative – Administration Officer
Salary:	£16,000
Contract Terms:	Permanent (6 month probation) Full time 35hrs (9am – 5pm Mon/Fri)
Responsible to:	Baltic Creative Managing Director
Responsible for:	Administration and Front of House duties at Baltic Creative 49 Jamaica Street, Liverpool, L1 0AH
Primary Purpose:	To provide quality support services to tenants
Benefits:	Pension at 10% of income, 25 days annual leave

Job Description

Baltic Creative CIC is a forward thinking company with ambitious plans to grow. We currently manage over 120,000 sq.ft of space specifically designed to house Liverpool’s thriving Creative and Digital Industries – housing circa 180 businesses ranging from architects to musicians, games developers to fashion designers, artists to marketing agencies and much more.

We now need to appoint a valuable addition to the team who can help us support our future plans for expansion of our portfolio of schemes across the Liverpool City Region.

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We’re looking to appoint an **Administration Officer** to join our Management Team. This role will provide administration and front of house duties at our Head Office on Jamaica Street.

The position requires an individual who is friendly and approachable with excellent customer service skills. Good organisation and communication is key and the ability to work in a fast paced environment whilst keeping excellent attention to detail is crucial.

This is the perfect role for anyone who wishes to pursue a career in the Creative and Digital industries – placing you at the core of Liverpool’s leading Creative and Digital space.

Description of Duties

1. Act as the first point of contact for all tenants, customers, contractors and Stakeholders at Baltic Creative’s head office.
2. Provide tenant liaison and assist in the delivery of excellent landlord services that meet the diverse and unique needs of the Digital and Creative sector.
3. Provide quality customer care and services that distinguish Baltic Creative as the destination landlord for Creative and Digital Businesses operating in the North West.
4. Work with the Baltic Creative team to sustain existing tenants and attract new tenants that enhance the tenant portfolio.
5. Work with the Baltic Creative team to maintain Website and Social Media content in order to continue our prominent online presence and to achieve and sustain maximum lettings and open potential new markets.
6. Work with the Baltic Creative team to support the tenant portfolio of Baltic Creative to market their work and pursue commercial opportunities individually and collectively.
7. To maintain and oversee meeting room bookings and set up internal and external meeting rooms. This will sometimes require liaison with our Café and venue partners.
8. Provide administrative support to the Managing Director and service meetings including Board Meetings and maintain electronic and paper based record systems as required.
9. To maintain and organise mail in the building ensuring it gets to tenants promptly.
10. Maintain head office provisions e.g. stationary, tea, coffee, etc.
11. Filing leases, licences, invoices and contracts and ensure they are stored carefully and securely.

12. Develop and maintain systems to effectively deal with customer suggestions, compliments and complaints.
13. Any other business administration roles deemed necessary to support our business.

PERSON SPECIFICATION

JOB TITLE: Baltic Creative Administration Officer

LOCATION: 49 Jamaica Street, Liverpool L1 0AH

RESPONSIBLE TO: Managing Director

1. EXPERIENCE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> One years work experience in a customer facing role 	<ul style="list-style-type: none"> Experience working in a busy office environment.
2. QUALIFICATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> GCSE standard Desire to gather new qualifications if required or needed for the role (Baltic Creative to fund) 	<ul style="list-style-type: none"> Degree Property, Finance or Marketing / PR recognised professional body qualifications Business Administration qualifications
3. JOB KNOWLEDGE/SKILLS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Excellent organisation and administrative skills Excellent written and oral communication skills. Ability to deal with people on the phone, in person and via email. Excellent computer skills including email, spread sheets, Microsoft Office, G Suite and Apple Devices The ability to work accurately to tight deadlines. 	<ul style="list-style-type: none"> Experience of a property management environment. Experience working in the Creative and Digital Sectors Ability to manage, use and interpret Marketing, Social Media and Website platforms and accounts. Be responsible for content generation, input and management. Ability to use Photoshop

3. PERSONAL QUALITIES	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Interest in the Creative and Digital Sector • A passion for Customer Care and serving our Creative & Digital community • Someone with a great attitude and enthusiasm for life and work. • A good communicator who understands Business Structure and roles / responsibilities. • Creative thinker and practical planner • Problem Solver • Confident and articulate • Well developed interpersonal skills and the ability to deal with people at all levels • Commitment to producing quality work • Ability to work in a team • Ability to work on your own • Ability to grasp ideas and concepts quickly • High standard of personal presentation • Willingness to develop skills • Willingness to work Flexible working hours • 	

Baltic Creative CIC is committed to encouraging equality and diversity among our employees and eliminating unlawful discrimination.

The aim is for our team to be truly representative of all sections of society and our customers, and for each individual to feel respected and able to give their best.

We do not discriminate on the basis of race, religion, national origin, gender, sexual orientation, age, marital status, income or disability status and we actively encourage applications from people from all backgrounds.