

# BALTIC CREATIVE

## COMMUNITY INTEREST COMPANY

### JOB DESCRIPTION

<b>Job Title:</b>	<b>Baltic Creative (BC) – Receptionist &amp; Administration Assistant (RAA)</b>
<b>Salary:</b>	£17,290 per annum This role is paid at the National Living Wage (currently £9.50 per hour)
<b>Benefits:</b>	- Pension at 10% of salary (non-contributory) - 25 days annual leave per annum (excluding Bank Holidays) - Mediacash health insurance member benefits (Silver Solo Cover)
<b>Contract Terms:</b>	Full time, permanent contract subject to 6-month probation period.
<b>Hours:</b>	Full time – 35 hours per week (9am – 5pm - Monday to Friday) 1 hour break can be taken at lunch or spread throughout the day.
<b>Location:</b>	Baltic Creative Campus, 49 Jamaica Street, Liverpool, Baltic Triangle, L1 0AH (Based at BC Head Office)
<b>Responsible to:</b>	BC Head of Operations (HoO), until a new CEO is appointed.
<b>Responsible for:</b>	Running the reception desk at BC’s busy Head Office dealing with a wide variety of day-to-day enquiries via email, phone and in person and providing administrative support to the business.
<b>Primary Purpose:</b>	To be the first point of contact for BC and provide high-quality, customer focussed reception and administrative services to our tenants, visitors and other stakeholders.

#### **Roles & Responsibilities:**

1. Act as the first point of contact for all tenants, visitors, contractors, partners and other stakeholders of BC.
2. Provide a high quality, customer focussed reception and administrative service that distinguishes BC as the destination landlord for Creative & Digital businesses operating in the Liverpool City Region.
3. Deal with all enquiries via email, phone and in person at BC’s busy Head Office, referring to the relevant member of the Team as required.
4. Provide tenant liaison and assist in the development of excellent landlord services that meet the diverse needs of the Creative & Digital sector.
5. Record and respond to all lettings enquiries, ensuring the businesses meet our Creative & Digital Industries lettings criteria / strategy.

6. Work with the BC Team to sustain existing tenants and attract new tenants that enhance the tenant portfolio.
7. Deal with and record complaints, compliments and general feedback or suggestions, escalating as required to relevant members of the Team.
8. Organise all meeting room spaces, bookings and calendars across the estate with both internal and external clients. Ensure meeting rooms are clean, tidy and ready to use each day supporting tenants with WIFI and AV equipment when required.
9. Organise and keep a record of keys and fobs being signed out / in throughout the day for tenant meeting rooms and contractor access, with support from the Property Officer (PO).
10. Organise all incoming post and deliveries to BC Head Office and across our Baltic Triangle estate, liaising with Royal Mail and couriers to ensure tenants receive their mail promptly.
11. Update BC's various databases, including tenant information, external enquiries, contact lists and parking permits with support from the Communications & Administration Officer (CAO).
12. Support the CAO with any other communications and marketing tasks as required.
13. Support the Team in dealing with parking management issues on our land, including dealing with tickets, issuing of tenant and visitor permits and liaising with our parking wardens.
14. Support the Team in dealing with day-to-day property management issues, including repairs, maintenance, Health & Safety and site security, escalating as required.
15. Assist the Team to ensure Health & Safety procedures are adhered to. Undertake First Aid and H&S training when required.
16. Ensure the office and communal areas (breakout spaces, kitchens, toilets, showers etc.) are clean, tidy and well-stocked with consumables, reporting any issues as required.
17. Order stationery, refreshments, furniture and other office supplies as required.
18. Self-manage your own paper and digital filing systems to ensure documents are accessible to all staff and well organised. Provide administrative support to other members of the Team as required.
19. Participate in relevant training and development opportunities suitable to the role.
20. Demonstrate a professional, friendly approach and adhere to the BC Code of Conduct. Represent and promote BC's best interests at all times.
21. Promote a caring, helpful, unbiased attitude and maintain an impeccable standard of honesty in all such dealings. In particular, ensure all aspects of BC customer care standards are achieved.
22. Undertake any other business administration and reception roles deemed necessary to support the BC Team and our tenants.

**All roles and responsibilities to be carried out in line with established good working practice and Baltic Creative CIC policies and procedures.**