**Front of House/Events Coordinator– Bee House, Milton Park**

**Job Description**

We have a wonderful opportunity available to join our amazing Front of House team at Oxfordshire’s largest and newest flexible workspace. This smart building is state-of-the art with a vast range of office suite sizes, co-working spaces and a large conference and meeting facility.

The primary role of the Front of House is to manage the front desk efficiently, giving a 5\* experience and welcome to everyone who enters the Bee House.

**Responsibilities**

**Front of House**

* As the 1st point of contact to the Centre, offer a warm, professional welcome to all users of the Bee House
* Assist users in downloading and using the Bee House app
* Ensure visitors are appropriately signed in and checked out of the building
* Deliver exceptional customer service when dealing with all enquires
* Build relationships with the Bee House occupiers, acting as an extension of their own companies
* Answer the main line telephone number and assist or direct as required
* Accept and sort the building mail and parcels
* Open up the Centre
* Log all additional charges of services used by the occupiers of Bee House.

**Events Management and Marketing**

* Manage all enquiries, highlighting all the features and benefits of Bee House
* Confirm bookings and upsell other services such as catering
* Schedule meetings and events to maximise occupancy
* Ensure payments are made and cleared in advance of the meetings/events
* Manage all meeting rooms to ensure they are always set and presented immaculately
* Work with clients to meet any bespoke requirements for their meetings/events and where necessary request Risk Assessments and Method Statements
* Host afternoon meetings/events to ensure they are running smoothly, and the clients have everything they need, at all times
* Arrange occupier events to increase engagement from front desk giveaways and yoga to business seminars and networking
* Create posters to raise awareness of these events throughout the building and to upload on the app
* Manage our Eventbrite account loading events and tracking attendees

**FM & Operations**

* Log any facilities issues raised at the reception desk
* Participate in the running of fire drills
* And any other duties deemed reasonable.

**Person Specification**

**Qualities**

* A people person
* Enthusiastic and passionate
* Self-motivated with a can-do attitude
* Strong team player.

**Skills and experience**

* Excellent Customer Service skills
* Excellent organisational and time management
* Excellent interpersonal and communication skills able to effectively communicate at all levels and operate comfortably as part of a multi skilled team
* A creative flare
* Willingness to adopt a flexible approach to working patterns to respond to the changing needs of the Centre
* Good IT skills, in particular Microsoft Outlook, Word and Excel.

Although the skills and experience are desirable, it is not all essential to be considered for this role. We are looking for the right person with the right attitude to be part of our team.

**Details**

* Full-time permanent contract
* 37.5 hours per week, Monday to Friday 08:00am to 16:30pm.
* Overtime opportunities available to accommodate client events.
* Competitive Salary
* 23 days holiday increasing by a day for each year of service, capped at 25 days + 8 bank holidays
* 3 wellbeing days.