

Alliston Centre Host

Job Description

The Role

Job title: Alliston Centre Host

Department: Commercial Services

Responsible to: Alliston Centre Coordinator

Location: The Alliston Centre, Royal Agricultural University, Cirencester

Salary: Grade 4: £21,197-£24,285 per annum

Hours: Full time, 35 hours per week

Term: permanent contract

Relationships with: Farm491 and the Cirencester Growth Hub Teams; RAU Maintenance and Estates, Members and Tenants based in the Alliston Centre

We have a number of different ways to work flexibly, so at your interview feel free to talk about what flexibility means to you. There are no guarantees, however, examples of how our employees already work flexibly include part-time, job share, hybrid-working and compressed hours.

Role Purpose

The Alliston Centre is home to the RAU's AgriTech incubator, Farm491, and the Cirencester Growth Hub. With the growth of both businesses since 2018, the role of the Host is vital in ensuring consistent customer service to members and visiting guests, particularly with competitive spaces now opening in the local area. Members truly appreciate the support provided by the Host and they are a key role within the whole team.

The role will cover 3 key elements:

1. The Cirencester Growth Hub (ground floor of the Alliston Centre)

The majority of footfall into the building is from members of the Growth Hub or meeting room bookings. Being a friendly face to greet members at the front desk really sets a great tone for the rest of their visit and helps to ensure repeat custom. In addition to this the facilities need to be maintained to a standard that is acceptable for guests, with the kitchen area being a focal point for many members. Often there may be challenges members face such as getting on the Wi-Fi, so being on hand to help is essential.

Due to funding of the Cirencester Growth Hub by the Local Authority, we have a range of outputs to report, such as number of businesses supported and jobs created. The Host will assist in reporting such outputs, as well leading on event paperwork and reporting.

2. Farm491 (1st floor of the Alliston Centre)

Requirements upstairs in the Alliston Centre are less due to fewer guests, however the space is rented out as event space and so a key responsibility will be setting up for events and clearing down. The kitchen also needs checking on a daily basis to ensure it is presentable, with milk being supplied regularly. As membership of both Farm491 and the Growth Hub grows, the space upstairs will become used more as a hot-desking space.

3. Trent Lodge (next door to the Alliston Centre, home to a range of businesses)

Due to the antiquated nature of Trent Lodge it needs extra attention and customer service is important due to tenants being slightly removed from the main hub of activity. We also have bookable meeting rooms within Trent Lodge so ensuring these are well-maintained is also part of this role.

Key Responsibilities

1. Act as the first point of contact for the Alliston Centre, offering a warm and professional welcome, and demonstrating equality of opportunity and respect for diversity.
2. Undertake all general reception duties, administrative tasks and operational procedures relating to the daily operations of the Alliston Centre reception. Assist staff, customers, students, contractors, and other stakeholders, with queries and administration tasks.
3. Receive all incoming calls to the Alliston Centre, assist visitors and oversee the Cirencester Growth Hub email account. Respond to enquiries, complaints and other ad hoc queries. Ensure all queries are resolved or progressed quickly and efficiently, including signposting to the correct website for visitors to purchase memberships or bookings
4. Build a rapport with regular Growth Hub and Farm491 members to be the main point of contact for daily queries and to help develop a sense of community.
5. Monitor and report Growth Hub UKSPF outputs and outcomes into the necessary reporting systems on a regular basis. Provide updated figures when requested for reporting purposes.
6. Ensure facilities in both The Alliston Centre and Trent Lodge are presentable to a high standard.
7. Coordinate requests for first aid, and report them to the Duty First Aider as required. Monitor and re-fill first aid boxes. Ensure that accident and incident reports are completed on the Engage system.
8. Manage tenant key allocation requirements as instructed.
9. Monitor and maintain compliance with all Health & Safety legislation and all University policies and procedures.

10. Sort and distribute all incoming mail and parcels. Prepare all outgoing mail for collection, including the coordination of courier services.
11. Process ad hoc maintenance requests to the Maintenance team via the appropriate system.
12. Support the Alliston Centre Coordinator with the day-to-day management of the facilities and its users (The Alliston Centre and Trent Lodge).
13. Prepare meeting rooms for bookings, and greet guests on arrival. Show guests the facilities.
14. Assist with events including setting up and clearing away internal events. Complete necessary event paperwork for reporting purposes.
15. Work closely with other departments to ensure timely resolutions of any potential issues such as IT, maintenance and catering.
16. Perform show rounds to potential new members.
17. Generally be a helping hand for members, escalating to anyone else in the team when further assistance is required.
18. Undertake such other reasonable responsibilities and tasks, commensurate with the position Grade, which may be assigned by the Line Manager.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview
Education & Qualifications		
Educated to a good standard to include A Levels or equivalent, with qualifications in English and Maths	E	A
Experience		
Experience in a front-desk, admin or receptionist role	E	A,B
Experience of customer management and the ability to build a rapport	E	A,B
Experience of facilities and/or hospitality management or working within such a structure	E	A,B

Knowledge, Skills, and Abilities		
Able to react appropriately to unexpected circumstances whilst ensuring good customer service is maintained	E	A,B
Excellent communication skills, both verbal and written as well as excellent interpersonal skills	E	A,B
Excellent organisational skills with the ability to prioritise and meet deadlines ensuring accuracy and attention to detail	E	A,B
Have an enthusiastic, flexible, adaptable approach and the ability to work as part of a team in a busy and demanding environment, as well as the ability work on own initiative	E	A,B
Strong organisational and record-keeping skills	E	A,B
Sound competence in IT skills – Microsoft Office Suite, use of a CRM system (such as Office RnD or Xview)	E	A,B

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Sarah Carr – Head of Business Innovation and Growth: Sarah.Carr@rau.ac.uk
- **Closing date:** 7 June 2023 **with interviews on:** 16 June 2023.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.