

# COPELAND PARK & BUSSEY BUILDING

## Job Description

<b>Job title</b>	Front of House & Office Assistant
<b>Reporting to</b>	Tenant Manager
<b>Start Date</b>	March 2023
<b>Contracted Time</b>	Full Time. 37.5 hours working week, excluding an hour's unpaid break per day. Office hours are typically 0900-1730 Mon-Fri. Occasional weekends and evening work may be required.
<b>Pay and benefits</b>	£21,000 - £23,500 per annum. 22 days annual leave, of which 2 days are reserved for use between Christmas and New Year, plus Bank Holidays. 10 days sick leave, NEST pension scheme, and suitable training courses.

<b>Role</b>	A full time position is available at Copeland Park to manage the Reception for Copeland HQ as well as assisting with our general operations across site including tenancy, event and facilities management. Job is based at Copeland Park, Peckham.
<b>Key Responsibilities</b>	<ul style="list-style-type: none"><li>• Welcome visitors to Copeland HQ by greeting them, in person, by email or on the telephone, answering or referring enquiries to relevant departments.</li><li>• Manage the Meeting Room booking system.</li><li>• Manage stationery supplies.</li><li>• Ensure the office remains presentable and welcoming</li><li>• Provide administrative support to the Tenant, Venues and Facilities Managers.</li><li>• Note taking at meetings</li><li>• Facilitate site visits and studio viewings</li><li>• Completion of lease-supporting documentation including overseeing occasional lease signings and scanning, printing &amp; filing of leases</li><li>• Monitoring tenancy spreadsheets</li><li>• Emailing site communications to tenants</li><li>• Manage initial event enquiries via email &amp; over the phone</li><li>• Liaising with the site maintenance team to ensure the venues are prepared for check-ins</li><li>• Welcome venue hirers on their check-in day &amp; be on hand to assist with site equipment and any questions they may have during their booking</li></ul>

<b>Who will you be working with</b>	Directors, Tenancy Manager, Venues Manager, Facilities Manager, Copeland Park Accounts team
<b>Education &amp; Experience</b>	<ul style="list-style-type: none"> <li>● Client facing experience</li> <li>● Experience of delivering administrative tasks to a high standard</li> </ul>
<b>Personal Specification &amp; Key Skills</b>	<ul style="list-style-type: none"> <li>● Good use of initiative, forthcoming with ideas and improvements</li> <li>● Excellent public facing and communication skills, including written English and telephone manner</li> <li>● Strong organisational skills</li> <li>● Ability to work independently and manage workload with a changing 'to do' list</li> <li>● Excellent multi-tasking skills</li> <li>● Good experience with Google's workspace (GMail, Google Calendar, Google Drive, etc), support can be provided</li> <li>● Enthusiasm for getting stuck in on live event days</li> <li>● Flexibility in working hours - occasional weekend work</li> </ul>
<b>Additional Useful Skills</b>	<ul style="list-style-type: none"> <li>● Experience with arts and culture venues, in particular galleries</li> <li>● Good knowledge of the local area</li> </ul>
<b>How to Apply</b>	<p>Please submit the following to <a href="mailto:info@copelandpark.com">info@copelandpark.com</a>:-</p> <ul style="list-style-type: none"> <li>● Covering letter (1 page)</li> <li>● CV</li> <li>● Closing date: Monday 6 February 2023</li> </ul>