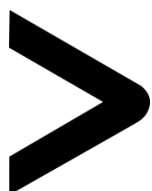


GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Business Centre Administrator/Receptionist
REPORTS TO:	Commercial Property Manager
RESPONSIBLE FOR:	Business Centre Service provision at The Greenhouse, Reception duties, Marketing of The Greenhouse Business Centre, Greenhouse team, Tenants and Meeting Room users.
PRIORITY CONTACTS:	Tenants, Customers, Trust staff, Service Providers, General Public
LOCATION:	The Greenhouse Business Centre
SALARY:	National Minimum Wage

JOB SUMMARY

We are seeking a friendly, professional, and highly organised Receptionist to be the first point of contact for visitors, tenants, and customers at The Greenhouse Centre. You will play a key role in ensuring a warm welcome, excellent customer service, and smooth day to day running of the reception and front of house services.

As part of The Greenhouse team, you will also provide administrative support, help coordinate meeting room bookings, assist with marketing activities, and work closely with the Commercial Property Manager to support the ongoing success and sustainability of the centre.

KEY TASKS

Front of House & Customer Service

- Provide a professional and friendly welcome to all visitors, tenants, and customers.
- Manage reception services, including dealing with enquiries in person, by phone, and by email.
- Ensure all reception areas are well-presented, welcoming, and safe at all times.
- Support with meeting room bookings, catering arrangements, and visitor sign-in processes
- Process simple card payments and keep basic logs; raise/track purchase Orders as directed.

Administration & Office Support

- Provide administrative support for the Commercial Property Manager and wider team.
- Manage incoming and outgoing post, telephone calls, and emails efficiently.
- Assist in the creation of simple marketing materials and help update social media platforms and website listings/digital signage as directed.
- Maintain accurate records and assist with tenant documentation when required.
- Support tenant onboarding/offboarding (keys/fobs, access/contact lists)

Centre Support

- Monitor basic building security and report any issues promptly.
- Liaise with catering and facilities staff to ensure a high standard of service delivery.
- Support with simple purchasing tasks, stock control (e.g., stationery), and use of office equipment such as photocopiers and printers.
- Complete daily reception and basic Health and Safety checks (checklist provided) and report faults promptly.

Additional responsibilities

- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- Ability to work outside normal office hours.
- A commitment to maintaining continuous professional development.
- Any other duties commensurate with the level of the post.