**Job Title: Business Centre Assistant Location: Bradford Business Park (BD4 8BX)
Hours: 8.30am to 5pm (37hrs per week) Monday to Friday
Reporting to: Head of Property Supervisory: Part time receptionist**
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**Main Duties:**

(Note: In addition to these functions employees are required to carry out such other duties as may reasonably be required)
We are looking for a highly organized and proactive Business Centre Assistant to join the team. This diverse role requires a strong ability to manage various office functions, including space bookings, customer service, administrative duties, and support for office leasing and operational tasks. You will need to be a person who thrives in a busy environment and enjoys providing exceptional service. Duties will include reception and assisting with the efficient and safe day to day operation of the business park in accordance with good housekeeping and agreed procedures. Supervising of part time receptionist in Business Centre Co-ordinators absence.

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* **Room & Space Management:** Coordinate bookings for meeting and conference rooms, while identifying opportunities to maximize revenue from space rentals.
* **Office Leasing & Marketing:** Assist with marketing and leasing of office spaces, including conducting viewings, answering inquiries, following up on leads, and processing tenant information for contracts.
* **Operational & Compliance Support:** Collaborate on legal, health and safety, and operational tasks such as coordinating with maintenance teams, managing regular contractor services, arranging small repairs, and ensuring compliance with safety protocols (e.g., fire alarm testing and permits).
* **Customer Liaison:** Serve as a primary point of contact for tenants and clients during the Centre Coordinator’s absence, addressing any customer needs.
* **Telephone & Switchboard Operations:** Efficiently manage all incoming calls and switchboard operations, ensuring seamless communication.
* **Reception & Customer Service:** Take full ownership of the reception area and handle all in-person, phone, and email inquiries from tenants, visitors, and contractors.
* **Administrative Support:** maintain organized filing systems both digitally and manually.
* **Records Management:** Maintain up-to-date, accurate manual and digital records, ensuring data integrity.
* **Mail Management:** Oversee the receipt, distribution, and dispatch of mail, and manage customer accounts related to invoicing and administrative costs.
* **Office Support Tasks:** Handle photocopying, scanning, faxing, as required.
* **Inventory & Budget Management:** Order office supplies and consumables, track inventory levels, and monit
* **Evening & Event Support:** Provide occasional out-of-office hours support for evening meetings and events.
* or budget adherence.
* **Ad-hoc Tasks:** Perform other reasonable duties as requested by the Business Centre Co-ordinator and or Head of Property.

**Person Specification**

**Educational Qualifications**

* Good standard of education, including GCSEs in English and Maths (Grade C/Level 4 and above)
* ECDL or equivalent IT qualification

**Experience**

* Previous experience in a reception or office-based role
* Customer service experience, both face-to-face and over the phone
* Experience in a multi-tenant or shared office environment
* Experience working with startups or small businesses
* Familiarity with operating a multi-line switchboard

**Communication Skills**

* Strong written and verbal communication skills
* Active listening skills and the ability to follow instructions effectively
* Ability to draft clear and concise communication to colleagues and customers

**Practical & Technical Skills**

* Proficient in Microsoft Office (Word, Excel, Outlook)
* Experience using office software and databases
* Professional telephone etiquette

**Disposition & Attitude**

* Positive, customer-focused attitude with a strong commitment to service excellence
* Willingness to continuously learn and update skills relevant to the role
* Flexible and open to attending occasional out-of-office hours

**Special Knowledge**

* Understanding of health and safety regulations in an office environment
* Experience working with contractors and coordinating maintenance services

**Physical & Sensory**

* High standard of personal presentation (Essential)
* Physically capable of handling parcels, deliveries, and navigating multi-level buildings (Essential)
* A car owner with a clean driving license (Essential)