

## **JOB DESCRIPTION:**

### **CUSTOMER SERVICE ADMINISTRATOR**

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#### **Context**

Creative Space provides a range of services at Electric Works including office accommodation, meeting facilities, fully managed IT & telephony, virtual office services, and conference facilities as well as a range of events designed to encourage networking and a prominent profile for the building and its occupiers.

Electric Works provides serviced office accommodation for small and medium-sized companies working in a range of creative, digital, and knowledge-based sectors which require high quality office space on flexible terms.

You can find out more about Electric-Works here <https://www.electric-works.net/>

#### **The Project Background**

Built almost 11 years ago Electric Works is an award winning 50,000 sqft four storeys building which is owned by Sheffield City Council and is operated by Creative Space Management on its behalf. Located close to the main line railway station and the city centre, Electric Works is one of the leading locations for creative and digital businesses in the North of England.

It is home to over 50+ companies and has more than 300 people working in the building every day, normally. It continues to provide a landing point for growing companies in the region, and delivers high quality, flexible and fully serviced office accommodation as well as meeting and events space and a range of business services.

## **The Company**

Creative Space Management supports high growth sectors in the UK by creating and managing great spaces to work and live, all of which are sustainable, connected and design led.

Creative Space was formed in 2005 and in 2020 it became an Employee Ownership Trust (EOT) in which 100% of the shares are owned on behalf of all qualifying staff. It has grown rapidly to become one of the UK's leading providers of sustainable and flexible workspaces and related services for knowledge-based enterprises. Our customers in Electric Works will encompass a range of knowledge-based businesses from virtual companies, sole traders, micro businesses through small-to-medium sized organisations.

We are committed to sustainability and to contributing to the development and management of neighbourhoods and communities. Every aspect of our work will be informed by these values and a desire to continuously improve the quality of our work. We will ensure that our vision is matched by our ability to deliver our objectives and to achieve continuous growth driven by customer demand.

You can find out more about the company and the centres that it manages elsewhere in the country at [www.creativespaceman.com](http://www.creativespaceman.com).

We want the successful candidate to be an integral part of the wider team at Creative Space and we will expect you to draw upon the support of your colleagues, and at times provide support for them too.

## **The Company Vision**

Creative Space Management creates and manages great spaces to work and live all of which are sustainable, connected and design led.

The company provides a stimulating, professional and relaxed environment that meets the aspirations of modern companies. Creative Space targets businesses and individuals that want to work within a like-minded community of enterprises.

We are committed to providing the highest quality of customer service and expect all our employees to have an enthusiastic, empathetic approach to our clients.

The company is also committed to equality of opportunity and encourages all staff to fulfil their potential. Teamwork is extremely important in a busy environment such as Electric Works and we expect our employees to be able to act under their own initiative as well as be a committed team player.

We want all our staff to enjoy working for Creative Space and to help make the company the leading provider of sustainable and flexible workspaces and related services for knowledge-based enterprises.

## The Role

We are seeking a customer service administrator to join us on a full-time contract for an immediate start. The contract is for 40 hours per week.

The role of Customer Service Administrator is varied and demanding. It is primarily a customer facing role, providing a range of reception services including telephone answering, franking mail, sorting post, sales, and marketing. There are many other duties including conference bookings, catering provision, IT & telephony programming and administration work. You must have outstanding customer service skills, be organised, responsible, efficient and IT literate.

## Responsibilities

You will be expected to undertake a wide range of duties including but not limited to those listed below:

### Reception:

- You will be expected to answer all telephone calls professionally and promptly providing telephone answering services, relaying messages as appropriate.
- You will act as the first point of contact for all our clients and visitors, and you will ensure that all centre users are treated in a friendly, appropriate manner and shown courtesy and respect at all times.
- Ensure that all visitors to the centre are acknowledged promptly and that they are provided with the necessary level of service.
- You will be expected to undertake a range of administrative duties to enable smooth running of the centre and to assist the management team in the operation of the company's business.
- You should handle any complaints in a professional, appropriate manner and ensure that the Centre Manager is apprised of any such issues.
- You should work closely with your colleagues to provide a smooth, seamless service to clients and constantly look to improve our working practices.
- You will manage a variety of diary systems including conference room bookings, visitor car parking and work rotas.
- You must ensure that all visitors to the centre sign in and out in order to adhere to our Health and Safety Regulations.
- Potentially Cash handling for small transactions e.g. tuck shop sales, postage.
- Ensure the reception area is always clean and tidy.

**Administration:**

- Ensure that the CCTV system is functioning correctly, and that the system is managed in accordance with the Data Protection regulations.
- Ensure an appropriate stock of stationery is kept and maintained.
- Assist with administration duties such as filing, photocopying, laminating, faxing, etc.
- Sort and distribute incoming post, frank and post all outgoing post.
- Database management for clients' information, car parking bookings etc.

**Sales, Events, PR & Marketing:**

- Assist the Centre Manager in handling new enquiries and accompanying prospective new tenants on viewings of offices, providing quotations, etc.
- Organising and attending functions and networking events held at EW or elsewhere as required.
- Produce press releases, newsletters, social media posts and ensure that the company's websites are kept up to date and accurate.

**Client Management:**

- Assist with the setting up of offices for new clients including organising keys, programming security fobs, ordering signage and informing the relevant authorities regarding payment of business rates.
- Setting up new telephones for clients and assisting the Director with Internet connections and support as required.

**ICT:**

- Commission and decommission telephone and Internet services.
- Provide first contact support and diagnosis of technical problems raised by clients, liaising with third parties as applicable to ensure that service level agreements are met.
- Maintain accurate records of service provision to clients and produce accurate billing information.
- Update content on the EW website via a content management system (CMS).

**Finance:**

- Produce and send monthly sales invoices to a deadline, including checking all invoices prior to distributing them to clients to ensure that all invoicing records and data is accurate and charged to appropriate customers' accounts.
- Debt recovery – liaising with clients for recovery of low-level debts.

**Conferencing:**

- Maintain and manage conference facilities including taking bookings and selling EW as a meeting venue, setting up rooms, greeting delegates, etc.
- Take a flexible approach to your working hours to ensure that evening and weekend events and conferences are fully staffed.
- Preparing conference refreshments including hot and cold drinks.
- Ensure that all meeting rooms are presentable prior to the start of each conference/meeting, that the rooms are kept clean and tidy, and that any equipment ordered by the client is present and in good working order.

**Health & Safety:**

- Ensure all relevant Health & Safety regulations are complied with and assist with Health & Safety activities, First Aid and fire evacuation procedures.

**Other:**

- Be an integral part of the Electric Works team.
- To act as an ambassador for EW, ensuring that your behaviour reflects well on the company.
- Any other duties as requested by the Centre Manager, Managing Director, in order to meet the changing needs and demands of the business.

- Status:** Full Time, 40 hours per week, Monday to Friday, to be worked on a fixed shift between 8:30am and 5:30pm with one hour for lunch. Very occasional weekend and evening cover required. A TOIL system is in place for any overtime worked.
- Salary:** £ 20,000
- Location:** Electric Works, Sheffield Digital Campus, Concourse Way, Sheffield S1 2BJ with occasional travel elsewhere in the region.
- Responsible for:** N/A
- Line Managed by:** Centre Manager
- How to apply:** Please apply with a **CV and supporting letter** outlining why you believe you are suitable for the role. This can be emailed to [lee@electric-works.net](mailto:lee@electric-works.net) or send to Lee Clothier, Electric Works, Sheffield Digital Campus, Sheffield S1 2BJ.

**Closing date Friday 27<sup>th</sup> May 2022, 16:00.**

Interviews may be required immediately and an appointment may be given in advance of the closing date.

Professional and personal competencies required for this role	What we will be looking for	How will we identify these qualities?
Experience of working on a busy reception/customer focus point	<ul style="list-style-type: none"> <li>• A methodical approach with good attention to detail and time management skills</li> <li>• The ability to prioritise workload, particularly when under pressure/deadlines</li> <li>• Technical ability to operate standard office equipment including photocopier, switchboard, AV equipment, etc.</li> <li>• Computer literate, able to use a range of software programmes including Microsoft Word and Excel.</li> <li>• A good team player</li> <li>• Able to work under your own initiative when required</li> <li>• A 'can do' attitude</li> <li>• Efficient and organised</li> <li>• A good people person – projecting a friendly, professional manner to centre visitors</li> <li>• Able to work under their own initiative</li> <li>• Methodical and systematic approach, attention to detail and ability to plan daily workloads</li> <li>• Able to multi-task</li> <li>• Able to handle difficult situations and diffuse potential problems</li> </ul>	<p>Application letter – showing a good knowledge of the demands of working on a reception</p> <p>CV – showing previous experience</p> <p>Workshop/Interview – to demonstrate understanding &amp; experience</p>
An outstanding level of Customer Service skills	<ul style="list-style-type: none"> <li>• A welcoming, empathetic and enthusiastic approach to customer service</li> <li>• A natural enjoyment of customer interaction</li> <li>• A commitment to continually improving Customer Service</li> <li>• An ability to see things from the customer's viewpoint and the ability to 'read' people</li> <li>• Courteous and respectful, able to deal with challenging customers and attitudes</li> </ul>	<p>Application letter – showing a natural enthusiasm and customer empathy</p> <p>CV – experience of customer service</p> <p>Workshop/Interview – Looking for natural understanding of the customer relationship</p>

	<ul style="list-style-type: none"> <li>• Understanding the balance of providing customers with all they need whilst still maintaining the company's efficiency and sustainability</li> <li>• Confident yet open to other viewpoints and always approachable</li> <li>• The ability to deal with a wide range of people</li> <li>• Well presented, projecting a professional demeanour</li> <li>• Willing to 'go the extra mile' with a natural tendency to follow up on things and tie up loose ends</li> <li>• Having a full understanding of the nature of the customer relationship and committed to sustaining long term relationships</li> </ul>	
<p>Excellent written, communication and presentation skills</p>	<ul style="list-style-type: none"> <li>• Good typing skills – speed, accuracy, grammatically correct, no spelling mistakes/typos</li> <li>• Well turned out and presentable– able to speak in front of a group, retain eye contact, smile, etc – the ability to present well</li> <li>• A positive attitude with enthusiasm and commitment</li> <li>• Computer literacy – able to use a range of software programmes and pick up new ones such as telephone logger</li> <li>• A professional speaking voice, clear, easy to listen to with a good grasp of the English language</li> </ul>	<p>Application letter – well written and thought out, no typos or errors.</p> <p>CV – well presented, tailored to specific job.</p> <p>Workshop/Interview – ability to present and able to respond quickly</p>
<p>The ability to work as a team player</p>	<ul style="list-style-type: none"> <li>• Able to communicate well with colleagues</li> <li>• The ability to listen and share information</li> <li>• Flexible and able to adapt</li> <li>• Having a clear understanding of the nature of the role and the ability to utilise the team's strengths</li> <li>• Contributes to team discussions and meetings – shows commitment to achieving goals</li> <li>• Sensitive and able to relate to others</li> <li>• Ensures that all colleagues are included in briefings and updates</li> <li>• Able to lead by example and raise standard of team work</li> </ul>	<p>Application letter – showing a team player mentality, sensitivity &amp; understanding</p> <p>CV – experience and skills which reflect team work</p> <p>Workshop/Interview – listening to others, working together, encouraging others to participate</p>



	<ul style="list-style-type: none"> <li>• Willing &amp; open to new duties within the role, ready to learn</li> </ul>	
High standards of personal organisation & efficiency	<ul style="list-style-type: none"> <li>• Ability to maintain high standards at all times – even in difficult circumstances or when under pressure</li> <li>• Takes responsibility for their actions and able to make things happen</li> <li>• Efficient – demonstrates ability to manage workload and respond to deadlines &amp; multi tasking</li> <li>• Able to implement new systems to ensure higher levels of efficiency &amp; productivity</li> <li>• Organised &amp; methodical approach to tasks</li> <li>• Able to prioritise &amp; problem solve</li> <li>• Willing to improve &amp; evolve procedures not remain static</li> <li>• Able to be concise when presenting information, ability to research &amp; respond</li> <li>• Able to act under own initiative</li> </ul>	<p>Application letter – showing a clearly thought out structure, focusing on organisation &amp; structure</p> <p>CV – well laid out, responding to job description detail</p> <p>Workshop/Interview – clearheaded under pressure, ability to problem solve and quick thinking</p>
Cost / sales orientated	<ul style="list-style-type: none"> <li>• Sales experience</li> <li>• Natural ability to sell/upsell products &amp; services through everyday contact with customers</li> <li>• Accurate in terms of data recording for sales &amp; invoicing</li> <li>• A good telephone manner – clear, not flustered, not pushy</li> <li>• Curious about the business, wants to learn more about other areas – sees the bigger picture</li> <li>• Understanding of the needs to minimise expenditure without compromising quality of service</li> </ul>	<p>Application letter – showing experience &amp; understanding</p> <p>CV – demonstrate clear experience &amp; skills</p> <p>Workshop/Interview – able to read a situation &amp; respond accordingly</p>
Health & Safety/Buildings maintenance	<ul style="list-style-type: none"> <li>• Understanding of Health &amp; Safety issues and able to act responsibly</li> <li>• Already trained or prepared to train in First Aid</li> <li>• Ability to act as a Fire Marshall</li> <li>• Understanding that the entire building is part of their responsibility – keeping things clean &amp; tidy, safe &amp; well presented</li> <li>• Ability to act on own initiative and report issues promptly</li> </ul>	<p>Application Letter – demonstrates an understanding of the importance of the physical centre</p> <p>CV – previous experience/skills</p> <p>Workshop/Interview – demonstrates understanding &amp; quick thinking, able</p>