



Toffee needs you!

We're delighted to be recruiting a Building Host to join our small but perfectly formed on-site team!

Toffee Factory is a landmark building in Ouseburn Valley and home to over 20 creative and digital companies. We also manage an event space for hire, shared office, and virtual services. We run a programme of social events for the building and open to the wider community for celebrations like Ouseburn Festival and The Late Shows.

We have cemented a strong sense of community within the building and are delighted to be a part of the wider Ouseburn network. We love it here!

As it is primarily a customer facing role, we need someone who is approachable, friendly, and efficient.









Interested in joining us?

Property Management Integrated Services and Employment Ltd. (Promise) is a wholly owned subsidiary company of Knight Frank LLP implementing Property and Facilities Management solutions across a national portfolio of c600 Residential and Commercial properties. The successful candidate will be working for a company that prides itself on incredibly high levels of customer service. The people within Promise are highly professional, enthusiastic and talented property specialists.

Our delivery model is the perfect blend of people and property:

- A personal service to our Clients with permanent, onsite, experienced managers for larger multi-let buildings and in-house mobile managers for smaller properties and single assets.
- Providing solutions that are right for each instruction by ensuring our employees have a high level of technical knowledge, supported by experts in their field.
- A focus on health & safety compliance and culture, working together, working safe, preventing harm.
- We prioritise local and expert suppliers and ethical procurement practices over a one size fits all model.

Our employees are provided with a structure that rewards positive behaviours while giving everyone the opportunity to progress. Training and career development is driven by our Core Competencies, which ensures everyone can develop the skills and attributes to progress. We want all employees to have a lasting career at Promise.

What will we expect from you?

- That you will keep Customer Service at the heart of everything you do, ensuring our clients, occupiers, visitors & colleagues have positive experiences.
- That you will encourage an inclusive and open working environment based on mutual respect.
- That you seek to self-develop and to learn.
- That you support and motivate colleagues, encouraging fresh ideas and innovation.
- That you face difficulties head on, stay solution driven and see situations through to conclusion.

Building Host

Business Area:
Property Asset
Management Ltd.

Location:
Toffee Factory, Lower
Steenbergs Yard,
Ouseburn, Quayside,
Newcastle, NE1 2DF.

Working hours:
Monday – Friday,
8.30am – 5.30pm
(1 hour lunch).

Salary:
£ 22,672

Reporting to:
**Lisa Tolan, Centre
Manager**

Status:
Permanent

The role of the Building Host is to create a warm and welcoming environment for visitors and tenants. As their first point of contact, you will demonstrate your excellent customer service and communication skills by dealing with enquiries efficiently and taking a leading role in co-ordinating a range of events.

Scope

Property Management Integrated Services and Employment Ltd. (Promise) is a wholly owned subsidiary company of Knight Frank implementing Property and Facilities Management services across a national portfolio of c600 Residential and Commercial properties. As Building Host you will be working for a company that prides themselves on incredibly high levels of customer service. All the people within the property management team are highly professional, enthusiastic and talented property specialists.

Knight Frank is the leading independent property consultancy in the UK offering agency and professional advice across Commercial and Residential sectors. Established in 1897, Knight Frank now comprises a global network of over 200 offices. The Knight Frank Group has a presence across the UK in a number of property markets and offer a variety of services to their clients, which range from private investors, corporate landlords, funds and individual homeowners/buyers. Due to the vast nature of their business, the potential for career development and a lasting career with the firm is very strong.

Responsibilities

- Establish the foundation for delivering first class customer service to all building guests and occupiers.
- Work closely with internal and external partners to exceed the clients' expectations.
- To provide an effective and efficient building host and administrative support service, diary management (meeting rooms and event space), provide information, advice and guidance to event space users at point of enquiry.
- To support the centre manager in respect of front of house management, tenant liaison, health and safety, facilities coordination, and ad hoc tasks.
- To assist with setting up / changeover of event space and meeting rooms which may include provision of refreshments and clear-down post event, understanding audio visual systems and internet.
- Provide information, advice and guidance to staff and visitors of the buildings via a range of communication channels including face to face, telephone, email, web chat and social media.
- Communicate specific knowledge of building and tenant services to resolve enquiries.
- Provide information, advice and guidance to staff and visitors of the buildings via a range of communication channels including face to face, telephone, email, web chat and social media.

- Escalate and refer any challenging or complex enquires and/or complaints to management.
- Meet and greet visitors to the building and contact tenants/hosts to advise them of visitors.
- Awareness of occupier projects and events to ensure that that best possible support service is provided to tenants.
- Signing in deliveries / distribute post and frank mail as directed by the centre manager.
- Answer incoming calls and emails in accordance with best practice standards and to take accurate messages, ensuring they are either actioned or passed on to the appropriate colleague without unnecessary delay.
- Carrying out quality checks of common areas and logging any maintenance/cleaning issues. You will keep the reception area clean and tidy at all times. Ensure an appropriate stock of stationery is kept and maintained.
- Liaising with cleaners to ensure that the cleaning standards are high.
- Assist and attend functions and networking events held at Toffee Factory or elsewhere as required.
- Assist the Centre Manager with the programming of an annual events diary including business, public and social networking events and initiatives including environmental, social and governance (ESG).
- Ensure that Toffee Factory's website is up to date (via a content management system) and continues to act as an effective marketing tool.
- Contribute to social media posts across a range of platforms ensuring that they continue to act as an effective marketing tool.
- Provide support and signposting as appropriate for client companies seeking advice or support in the development of their businesses - liaise with key agencies and networks.
- Draft newsletters and other correspondence for public/ occupiers/ stakeholders to a high visual and written standard as required.
- Assist the team in promoting the wider Ouseburn Valley area and key collaborators/ stakeholders. Monitor relevant activity linked to the Toffee community and stakeholders.
- Assist the Centre Manager in handling new enquires and accompanying prospective new tenants on viewings of offices, providing quotations, etc.
- Assist with the setting up of offices for clients including organising keys, programming security fobs, ordering signage, inductions/ health and safety tours.
- Ensure that all costs generated by occupiers via reception are recharged monthly. Ensure the recharge of event space bookings and associated costs.

- Work within the financial controls detailed by Knight Frank.
- Any other task required associated with building related matters and support and as required by centre manager.
- Provide a degree of flexibility in your working hours to assist with holiday or unplanned absence of other colleagues.

Professional experience and personal skills profile

- Ideally 2 years + experience in a Receptionist/Front of House/Events Venue or customer service role. Effective communication skills with the ability to keep on top of multiple tasks and meeting deadlines while upholding business confidentiality.
- Enthusiastic, passionate with a commitment to always delivering exceptional standards of customer service. The ability to work independently and demonstrate initiative.
- Excellent level of IT literacy, including Microsoft Office and Outlook.
- Good knowledge and confidence in the use of social media

Meet the Newcastle team



Paul McElvenny
Director

The Newcastle team is headed by Paul McElvenny. This region manages a variety of client properties and property types, Commercial offices, Industrial estates, Retail parks and Shopping centres both large and small. The team currently numbers 23 staff comprising Senior FM's, Roving FM's, Building Managers, other site based and office staff. Assisting the team is Sara Purvis, who co-ordinates and reports on functions within Health & Safety, Purchasing and other central tasks key to the team.



Anthony Watson
Managing Director



Jason Taylor
Head of Commercial
Facilities Management



Lisa Tolan
Centre Manager
lisa.tolan@toffeefactory.co.uk

This role will be managed by Lisa Tolan, Centre Manager

Toffee Factory is home to many exciting and innovative firms. Lisa works with the team to provide the best possible working environment for them and their visitors. Join the team!



To apply for this role,
please send your CV and a letter of application to lisa.tolan@toffeefactory.co.uk

If you would like to have an informal conversation about the role, please send a
request to the same email address.