**St Matthews JOB DESCRIPTION:**

**Business Centre Co-ordinator**

The relaxed environment at our grade II listed, St Matthews, houses our Community Enterprise Centre designed to make us Hull’s preferred choice for shared work-space. This is a new focus for Giroscope and will require expertise, dedication and skill from all the team - but especially from the new Business Centre Co-ordinator, to secure a sustainable and prosperous future.

St Matthews is a newly refurbished, iconic local community enterprise centre celebrating opportunities in social business and enterprise, designed to encourage and build a sustainable local economy; signalling a place of welcome, community, culture and enterprise.

It is designed to offer a highly accessible, flexible, and multi-functional building to enable local people to develop employment and business skills. At its heart its mission is to stimulate the local community, hosting many commercial and community facing events, responding to local demands and needs.

We will rent out business and event spaces for existing and new start enterprises and other users, and will provide specialist enterprise support to our business tenants and users. As Business Centre Co-ordinator you will help realise our ambitions in developing a successful and sustainable St Matthews.

**Purpose of the role**: to be responsible for the successful operation of St Matthews, ensuring the centre provides an excellent customer experience, a diverse range of inclusive activities, and meets its income generation targets.

From our humble beginnings, we have designed and evolved what we believe to be a highly distinctive environment pitched at an accessible price. We are determined to attract a diverse community of productive and genuinely engaging people; these are our work space members.

You will have the privilege of establishing and growing a community that is in the need of a cheerful, positive person with the and resourcefulness to match.  This isn’t just a front of house role, we’re on the lookout for a multi-talented, charismatic and creative problem solver. Someone that’s as comfortable talking about people’s passions as they are serving up business insight, light snacks and resolving any customer issues with the help of the Giroscope’s wider team.

Giroscope’s ambition is to exceed the expectations of our work space members on a daily basis. We will work hard with you to enhance the workplace experience from every angle, redefining what it means to ‘go to work’.

We strongly believe that the happiness of our staff is foundational to the happiness of our community.

**The Role …**

* **Assisting in all stages of the business and co-worker member journey – to ensure that we support all individuals and teams throughout each day, week and month.**
* **Facilitating the well-being and happiness of all business and co-working members through personal introductions, social/community events, workspace maintenance, operational management and the resolution of issues.**
* **Demonstrating St Matthew’s core values and expectations by being a positive presence for all members.**

**The Role …**

**You will:**

* **Be familiar with delivering and achieving sales and room hire income targets**
* **Become the familiar face and first contact to each new work space member.**
* **Lead, develop and coordinate community initiatives to connect members. This includes but is not limited to; delivering member introductions, event organising, electronic and print communications.**
* **Guide new members through the welcome and onboarding process.**
* **Meet and communicate with members to resolve issues, process membership departures and other issues of complexity.**
* **Resolve member-related issues to ensure a happy, cohesive community.**
* **Manage work space member expectations in line with the St Matthews mission.**
* **Resolve member complaints regarding other members through unbiased investigation.**
* **Seek opportunities to engage members to discover and discuss members’ business, social and personal objectives.**
* **Proactively enquire regarding members’ business objectives and identify both St Matthews and member services that could assist in achieving their goals.**
* **Manage inbound post.**
* **Implement rules, guidelines and best practices for the community to enhance the member experience.**
* **Identify and communicate observed weaknesses within community management, sales, events, training, and member experience on a company-wide level.**
* **Work with Giroscope’s operations team to ensure that all in-house tech is operating correctly at all times.**
* **Ensure our facilities are compliant with all ongoing health and safety requirements.**

***This role is multifaceted and will evolve as the user community grows, changes and adapts. You should have a growth mindset that is eager to take on new challenges; big, small, fun and sometimes yes, undesirable.***

**About You**

* **You’ll have hospitality and management experience and be able demonstrate customer service experience and a proven ability to add value to customers.**
* **You’ll be a people person, likable, friendly, organised and a super-efficient achiever.**
* **You’ll have an inherent desire to see others happy in and outside of work.**
* **You’ll understand business dynamics and experience of working and leading a small team.**
* **You’ll enjoy a task-oriented day and are energised by each day offering a different challenge.**

 We anticipate that you will demonstrate these skills and qualities

|  |  |  |
| --- | --- | --- |
| **Key Skills** | **Essential** | **Desirable** |
| The capacity to inspire and motivate others | **\*** |  |
| Strong communication skills | **\*** |  |
| A flexible and non-judgemental approach to people and work | **\*** |  |
| Opportunistic, entrepreneurial driven to achieve stretching income and room hire targets | **\*** |  |
| A good understanding of the issues faced by people on low income |  | **\*** |
| Ability to be ‘hands-on’ and strategic, whilst working with limited resources | **\*** |  |
| Proven business acumen with a solid approach to assessing risk and viability of different options | **\*** |  |
| Understanding of accounting practices and cash flow forecasts | **\*** |  |
| Strong knowledge of IT systems and their application to business environment | **\*** |  |
| Extensive knowledge of growing and hosting Social Enterprises, community businesses within a highly challenged and deprived neighbourhood. |  | **\*** |
| Understanding of different company structures and governance |  | **\*** |
| Experience of raising grants and other social investment |  | **\*** |
| Experience of organising successful marketing and training events |  | **\*** |
| Be able to prepare and deliver effective presentations | **\*** |  |
| A good knowledge of agencies in the Hull environ providing business support to both social and commercial enterprise |  | **\*** |
| A good knowledge and understanding of business enterprise centre management | **\*** |  |
| Ability to represent the company, and develop relationships in a professional manner | **\*** |  |
| Effective time management | **\*** |  |
| Prioritise and manage workloads | **\*** |  |
| Commitment to Giroscope’s values and equal opportunities | **\*** |  |
| Demonstrate and respond to the diverse requirements and needs of individuals | **\*** |  |
| To encourage individuals to value diversity and challenge behaviour which undermines the ethos of equality. | **\*** |  |

**Benefits**

* **From £30,000 depending on experience and skills set.**
* **+ subject to achieving income generation targets commission and bonus incentives opportunities**
* **25 days annual leave, plus public holidays.**
* **Professional development opportunities.**
* **Paid time-off for GP and dentist appointments.**

***APPLY NOW!****..........*

(Post will remain open until filled)

Send your CV with a covering letter to [vacancies@giroscope.org.uk](mailto:vacancies@giroscope.org.uk)