

Role profile:

# Customer & Community Coordinator



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# About Bruntwood

At Bruntwood, we are led by one purpose: Creating Thriving Cities. Our deep connection with the cities we work in sets us apart; and for more than forty years, everything we have achieved has been with this purpose in mind.

We create buildings, workspaces, innovation, retail, tech and science facilities that are connected, balanced, sustainable and inclusive. Places people want to live, work and play in.

Bruntwood Works, the division taking care of our work and lifestyle spaces, is changing the way people work by creating inspiring environments that help people and businesses to flourish across Manchester, Leeds, Liverpool and Birmingham.

Bruntwood SciTech, our science and technology division, owns and manages the largest portfolio of science and technology assets in the UK including prestigious locations such as

Manchester Science Park, Alderley Park in Cheshire and Platform in Leeds.

We aim to reflect the communities we work in. Welcoming diverse opinions, creative ideas and talent enables us to understand our customers and communities better, and see the world a little differently.

We're also committed to investing in areas where our expertise can have the most impact, with around 10% of annual operating profits going to local causes, both directly and through the Oglesby Charitable Trust. Proud supporters of the arts, we work alongside many organisations to elevate arts and culture across our cities, such as Manchester International Festival, as well as The Royal Exchange on the Bruntwood Prize for Playwriting.

Buildings and space is just the start of our story, we create thriving cities for all.

# Shape your World

Everything we do comes down to our five values. In practice, these will mean something unique to every person at Bruntwood, but if you're considering working here, give them some thought. They've been at the heart of our story for over 40 years. Take a look at our [video](#) to find out more

We really believe that if you're brilliant to work with, you deserve brilliant things in return - from the big important stuff like up to 8% matched pension, 25 days holiday,

private healthcare, employee share scheme and enhanced maternity and paternity leave. Through to the "small perks" that help you out with the little things that matter just as much. At Bruntwood we might work hard, but we have the benefits and rewards in place to help you find that balance and enjoy life too.

**So, work with us and shape your world..**



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**Dream & deliver**



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**Never sit on the sidelines**



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**Be creatively commercial**



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**Pay attention to detail (it matters)**



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**Be brilliant to work with**





# Role Profile

## **The role:** Customer Community Coordinator

**Salary:** £27,000-£32,000

The Customer & Community Coordinator plays a pivotal role in our day to day operations, helping coordinate our front of house teams and supporting the onboarding of new customers in our Service Space buildings. You will be the important link between the Customer Operations Manager and Community Engagement Manager and able to deputise for these roles where necessary. You should be relentless on standards and be able to inspire your wider team to achieve outstanding levels of service.

### **What you do:**

- Provide a pivotal role in our day to day operations throughout your area
- Helping train and coordinate teams who deliver our front of house experience in our buildings, implementing new processes and procedures that enhance our service
- Develop a one team approach within our buildings to ensure we have a consistent and collaborative approach to getting things done
- Community will be a big part of your role and that means you will get involved in working with the Community Engagement Managers to help with organising events and promoting them for our customers & colleagues
- Support the onboarding of new customers in our Service Space buildings
- With your Customer Operations Manager you should be a guardian of our CRM system to make sure key stakeholders receive a rich stream of data from our customers consistently
- You must be relentless on standards and take full accountability on a daily basis in your area
- Be confident and capable to step in to support our customer and community managers to ensure an excellent standard of service is provided at all times

### **What we're looking for:**

- Experience of leading a front of house team with a desire to progress within the business
- As a perfectionist with high expectations and standards, you will deliver practical results, with a bias to action and extraordinary attention to detail.
- As an owner of our front of house experience, you'll be an inspirational figure, able to influence your wider team to deliver exceptional service at all times.
- You will be highly responsive to customer requests/service issues and will use your initiative to meet deadlines and make sound decisions.
- Able to think on your feet and bring creative and innovative solutions to the table.
- Everything you do should link back to our Service Mission

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# Benefits of working with us

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## Ways of Working

- 'We understand the importance of work-life balance, so whilst we are primarily an office-based culture (it's what we do!), we also want to encourage flexibility and agility where possible. Our colleagues make use of our different spaces and find lots of ways to collaborate which enable them to find the balance that brings out the best in everything they do.'



## Holiday

- **25 days holiday** - plus your birthday!
- **Buy & sell** more holidays if needed
- **Sabbatical** of up to 12 months so you can take a career break after five years with us



## Money

- Up to 8% matched **pension scheme**
- **Enhanced maternity & paternity leave** - plus baby bonus!
- **Free colleague share scheme** starting at 5% of your annual salary each year (subject to hitting profit targets set the previous year)
- **Discounts & cashback** at leading retailers
- **Life assurance** / death in service
- **Rewards** for long service



## Health

- **Employee Assistance Programme** - 24/7 access to mental health, legal & financial support, including counselling
- **Free healthcare cash plan** for all colleagues so you can claim back medical expenses like optical, dentist & physiotherapy. We also offer
- **Free private healthcare** cover on an opt-in basis
- **Fitness classes**, free gym spaces & gym discounts
- **Healthy breakfasts** in our offices



## Development

- **24 'Bruntwood Cares'** volunteering hours per year
- **Learning sponsorship**
- **Interest free learning loans** up to £2000 to pursue your passions
- **Mentoring scheme**



## Travel

- **Interest free travel** to work loans
- **Cycle to work** scheme
- **Car park** discounts

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[bruntwood.co.uk](https://bruntwood.co.uk)