



Shape your career

Role profile:

Virtual Receptionist

bruntwood

About Bruntwood

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

We create outstanding buildings, workspace, innovation, retail and science facilities that are healthier, better connected, more vibrant, sustainable, inclusive and economically empowered. Places people want to live, work and play in.

Today, Bruntwood SciTech owns and manages the largest portfolio of science and technology assets in the UK including prestigious locations like Manchester Science Park in Manchester, Alderley Park in Cheshire and Platform in Leeds.

Bruntwood Works is changing the way people work by creating and curating inspiring environments that help people and business to thrive across Manchester, Leeds, Liverpool and Birmingham.



About Bruntwood

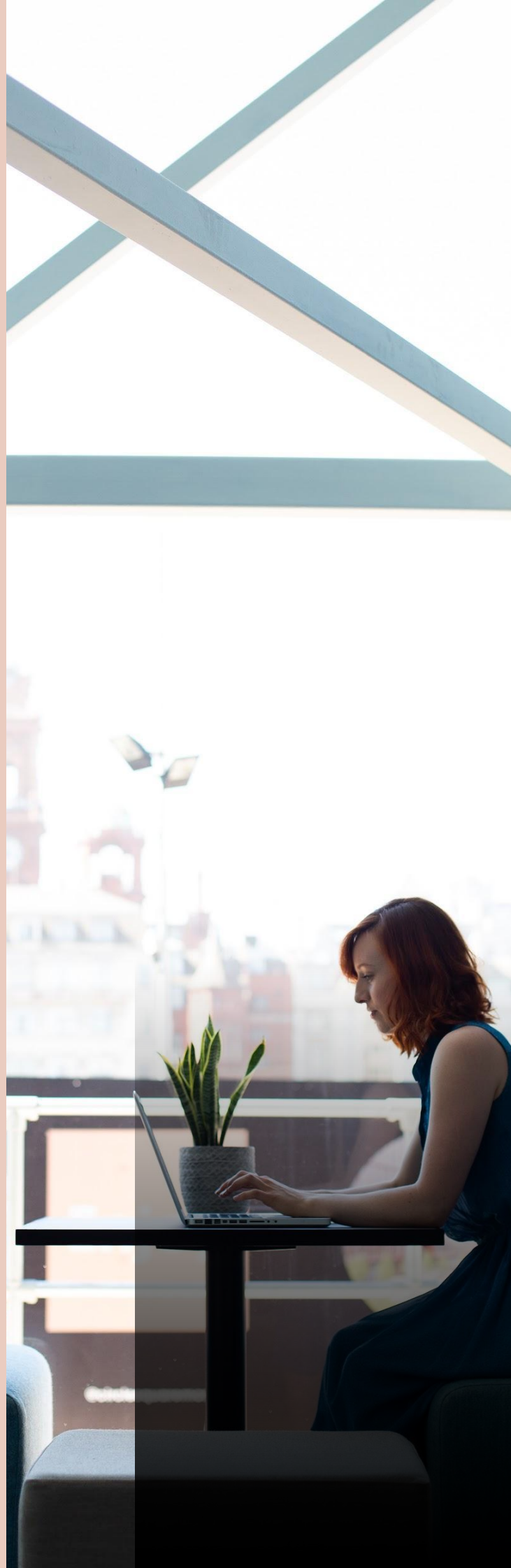
We aim to reflect the communities we work in. Doing so brings huge benefits to us all: a wealth of opinion; innovative and creative ideas; an interesting working environment; exciting new talent; and a better understanding of our customers and communities. All of this helps us to see the world differently and make sure it's shaped for the benefit of everyone.

This is why we're committed to investing in these areas where our expertise and passion can make the most impact. Bruntwood donates around 10% of annual operating profits directly to local good causes and through the Oglesby Charitable Trust and is proud to support the Manchester International Festival and the Bruntwood Prize for Playwriting amongst many others. Every investment we make is really an investment in our colleagues, our customers and the communities we're all part of, because when our cities thrive, so do we.

Since 1976 this approach has helped us to grow into a company with more than £1bn in assets under ownership across more than 100 landmark properties, a development pipeline of £1.4bn, and a team of more than 750 people working across our group.

At Bruntwood, space is just the start of the story. We Create Thriving Cities.

bruntwood



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 at Bruntwood and shape your world..



Dream & deliver



Never sit on the sidelines



Be creatively commercial



Pay attention to detail (it matters)



Be brilliant to work with

bruntwood

Role Profile

The role: Virtual Receptionist

Salary: £21,424/annum

Job purpose:

The call answering role is a pivotal part of our virtual and serviced space product. You will be working on a busy switchboard answering calls on behalf of our customers, so it is important you have very good verbal skills and a keen attention when note taking. You will report into the Serviced Space Operations Manager and will work within a team of 3 in the office, liaising with our property teams across all regions to ensure customer intel is shared and all switchboard information is kept up to date.

This role is hybrid, which means you will spend 4 days in our lovely Union office, located in Manchester City Centre and 1 day working from home. It is a full time 40 hours/week role, worked Monday to Friday from 08:30-17:30.

What will you be doing:

- *Answering calls on a busy switchboard on behalf of our customers and colleagues*
- *Taking details from the caller then transferring the call to the customer, announcing them and any notes taken*
- *Taking messages on behalf of our customers clients and relaying these via email*
- *You will know our customers, systems and processes like the back of your hand and will always be one step ahead, looking beyond the obvious and foreseeing things that need to be done*
- *You will have a focus on continuous improvement making sure that we add value, save time and make things simple for the customer*
- *Being basically brilliant, which means applying your energy, drive and knowledge to inspire your colleagues to do the best that they can, working together with a simple and straightforward approach to deliver the right service every time*
- *Delivering a positive Customer Experience for all of our customers and their clients*
- *Build lasting, long term, professional relationships with customers*
- *Collating all customer intelligence and update systeming accordingly to support sales and retention*

What we're looking for:

- *You must have a can do attitude and be able to step up to the challenges of working on a fast paced switchboard*
- *We are looking for curious and interesting people, with high attention to detail and a drive to go over and above for customers. Motivation and a positive attitude are key to this role*
- *You will be an excellent communicator, bringing your personality to work and interacting with people on a human level*
- *Skills and experience in a call handling/switchboard operating role is an advantage but not a necessity*
- *Able to maintain high levels of energy and positivity throughout the day*
- *Excellent communication skills and able to communicate with people at all levels in a friendly and engaging way*

Benefits of working with us



24 hours to
volunteer
each year



Interest free
travel to work
loan



6 months full
maternity or
adoption pay



Social events



Agile
working



Interest
free
learning
loans



Private
healthcare



Life assurance
cover



25 days
holiday



Birthday
leave



Free healthy
breakfasts



Sabbaticals



Employer
matched
pension
scheme



Employee
shared
ownership



Employee
assistance
program



Buy and sell
holiday scheme



Eyecare
vouchers