

Role profile:

Flexible Host



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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..**



**Dream &
deliver**



**Never sit on
the sidelines**



**Be creatively
commercial**



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



**Be brilliant
to work with**



Role Profile

The role: Flexible Host

Salary: £24,960

As a Flexible Host you will play a pivotal customer service role, providing a range of hospitality, concierge and reception services across our portfolio of market-leading commercial properties in Manchester. Our culture is open, collaborative and dynamic. As a company we like to break new ground – we're transformative and imaginative but also down to earth. We like to challenge ourselves and seek out ideas but we also get stuck in to make them a reality.

This position will work across different sites in the Manchester City Centre and it will certainly suit you if you enjoy day to day change.

What you do:

- Respond to all resource requests with a mindset to always, no matter where you are, raise the bar and wow our customers
- Support the Inbound Call Handling team by taking phone calls on behalf of our customers
- Delivering a positive Customer Experience within the building at all times
- Support and facilitate events and meetings within the building
- Facilitate new customer viewings to support the sales process
- Host the meeting rooms, co-working, lounge and other communal amenities, maintaining high standards of presentation
- Able to manage own workload to flex between essential desk based tasks and building customer relationships with customers
- Collate all customer intelligence and update systems accordingly to support sales and retentions
- Support the Community Manager to deliver an exciting and engaging customer engagement programme
- Support customers to make connections with each other, using a wide range of tools.
- Participate in wider community events as part of Bruntwood's Community Strategy through our volunteering programme.
- Be a role model to promote wellbeing in the workplace

What we're looking for:

- Skills and experience in hospitality, retail or other service sectors would be highly desirable
- The ability to communicate with people at all levels in a friendly and engaging way
- Comfortable with using new technology such as tablets, smartphones and app based systems
- Enjoy working as part of a team to problem solve and deliver an excellent service
- An inquisitive mind - looking for ways to improve our service

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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

- **28 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!
- **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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