



# ACELEERS

Role profile:  
Maintenance &  
Customer Team  
Member





# AFFLECKS

Afflecks is an iconic indoor market home to more than 65 incredible small, independent traders, designers, makers, creators and retailers of all kinds.







## About the role:

*As an Afflecks Team Member you will work as part of a team, within a busy and diverse environment undertaking a wide range of tasks to ensure a great experience for our visitors - and the best environment for our traders to do business in. Using your own initiative you'll maintain high maintenance standards and service levels, ensuring that health and safety regulations are met.*

*The building is a busy, vibrant environment in the centre of Manchester. Afflecks is one of the most visited locations in the city with thousands of local people, students and tourists entering its doors each week - every day is different and fast paced*

*The Customer & Facilities Team Member carries out customer service, maintenance and cleaning duties to uphold the highest standards as part of Bruntwood's service to their clients.*





# What you'll be doing:

- *Be a passionate ambassador for Afflecks and it's independent businesses*
- *Maintain high standards of presentation around the entrance and surrounding grounds to the venue as well as all common parts including staircases, lifts, toilets and corridors*
- *Open and lock up of venue where required*
- *Completing day-to-day maintenance and cleaning tasks and reacting quickly to resolve any building or standards issues throughout the day*
- *Assisting with day to day communication, maintenance and cleaning*
- *Placing orders using company systems*
- *Logging calls for reactive works using company systems*
- *Assisting trader partners with communications and operational issues and escalating any major issues to the Retail Operations Manager*
- *Undertaking required tasks to comply with H&S regulations, spending your day continually monitoring the building to ensure the safety and security of all company property*





# What you'll be doing:

- *Providing support, observation and conflict resolution to trader partners when difficult situations arise.*
- *Ensuring the safety and security of all Bruntwood property, its retailers, visitors, employees and their personal belongings by means of patrolling, observation and taking an active role in safety systems and procedures*
- *Responding and dealing with any occurrences, incidents and reporting any suspicious activity to the manager*
- *Answering customer and trader queries and resolving problems via phone, email and in-person*





# About you:

- Have a great understanding of the history and culture of Afflecks, and be the strongest ambassador for it's values and brand
- Understand the benefits and challenges of small businesses/independent traders, and be a champion of indie shopping
- Able to communicate with empathise with a wide range of personalities, an excellent communicator at all levels
- Proven skills within a similar position in a relevant industry e.g. retail, hospitality, building services
- A basic understanding of building maintenance and painting and decorating - or a strong willingness to learn
- Knowledge of general security/loss prevention techniques in a retail or similar environment
- Good written communication and IT skills
- Able to work independently or under direction, and work alone or collaboratively in a team environment



# Benefits



**Employees receive a competitive salary**



**Volunteering scheme**



**Interest free travel to work loan**



**Enhanced Maternity and paternity leave**



**Social events**



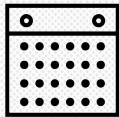
**Interest free learning loans**



**Private health care**



**Life assurance Cover**



**28 days holiday**



**Birthday leave**



**Employer match pension scheme**



**Employee Assistance programme**

**This is a part-time position that includes regular weekends and occasional late night finishes.**

**Job Type: Part-time, 30 hours/week**

**Work remotely: No**

**Salary £18,720/annum**