

Role profile:

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, 28 days holiday,

private healthcare 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: Host
Salary: £26,208

Our customer service mission is to: 'perform like part of their business and care like part of their family'
The role of Host is critical to this mission.

As a Host you will play a pivotal customer service role, providing a range of hospitality, concierge, reception and light cleaning services within the building. You'll be the first point of contact for all visitors and customers and deliver a responsive, friendly and welcoming customer experience and support the creation of a community within the building and beyond.

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.

What you do:

Customer service

- Delivering a positive Customer Experience within the building at all times.
- Build lasting, long term, professional relationships with customers.
- To be the first point of contact for all customers and visitors in the building.
- 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, undertaking light cleaning duties in your designated areas.
- 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 retention.
- Have confidence to take ownership of a range of building issues.
- Liaison with the central team for more complex issues.

Community

- Support customers to make connections with each other, using a wide range of tools.
- Support both building and customer events as required.
- Working as part of a wider team, engage with your customers, colleagues, management team and other departments within Bruntwood.
- Be a role model to promote wellbeing in the workplace.
- Be the go to person for all community queries at Exchange Court.

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Role Profile

What we're looking for:

- Skills and experience in hospitality, retail or other service sectors.
- Able to maintain high levels of energy and positivity throughout the day.
- Able to keep designated areas clean and tidy and take ownership of basic cleaning tasks.
- Excellent communication skills and able 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.
- Able to work effectively as part of a team.
- Customer focused.
- Proactive approach to work.
- Able to manage own workload and react dynamically to the needs of the building and customers.
- A real can do attitude.

What will you get?

- A real opportunity to build a building community and put your stamp on the communal space.
- An opportunity to work with a friendly, passionate and experienced team.
- Ability to contribute towards the growth of the company and its direction.
- An exciting place to work and a challenging role, full of opportunity and new experiences.
- Opportunities for progression in a growing company.

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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