
Role Title:	Hospitality and Facilities Support
Site / Location:	The Food Works ^{SW}
Term:	Full Time up to 37.5hrs per week
Anticipated start date:	From February 2024
Duration:	Initial 15-month Contract
Salary Range:	Up to £23,500 per annum pro rata depending on experience
Holiday Allowance:	25 Days + 8 Banks Holidays pro rata

SPECIFIC JOB DESCRIPTION ROLE REQUIREMENTS

Overall Job Purpose

The post holder will support the Facilities Manager and The Food Works^{SW} team by organising all front of house activity, meeting room management and will help with core facilities requirements in the day-to-day operations of the site.

Role Requirements

The role requires an individual to act as the day-to-day contact for all clients and enquiries whilst providing the team with administrative support for the site. The role will manage facility hire bookings whilst providing a daily on-site front of house presence, organise refreshments for users of the Coffee Shop, business lounge and meeting rooms as required. The role will support with facilities management as required to help meet legal and site requirements.

Principle Duties / Responsibilities:

To provide 'front of house' and reception duties, coordinate the on-site coffee shop and business lounge, meeting room and development kitchen bookings including setup and clean down. Provide a high standard of administration as well as being the first point of call for all visitors and Business Unit tenants regarding site issues and concerns to ensure that The Food Works^{SW} is viewed as a centre of excellence for the industry.

About The Food Works^{SW}

The site provides food grade premises and a food technology resource of excellence in the South West for food and drink manufacturing businesses to enable them to grow and develop to a sustainable level where they can transfer operations into larger units. The purpose-built facilities on The Food Works^{SW} site provides opportunities and support for businesses currently facing growth barriers in terms of accessing suitable premises to operate from and developing effective food technology and business development solutions. As a place of manufacturing excellence, The Food Works^{SW} site must have a culturally positive environment for all stakeholders with a positive continuous improvement attitude to all operations.



GENERAL DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY

Provide support to the team to ensure the efficient operation of the facilities that are used on a daily basis by users of the Centre. Activities will include but not limited to:

- Reception duties and the first point of contact for business enquiries, visitors, contractors and tenants either face to face or by telephone or email and deal with enquiries and record contact on the relevant systems.
- Support the team with various administration process as they arise including signing in, issue of contractor and centre users' badges, where necessary making an accurate record of those on site and activity ensure accuracy and compliance with data protection and Forum policies and procedures.
- To assist with preparation and processing of team requests for invoices, stationery, goods and services. Also receive and checking delivery notes, and invoices.
- Management of meeting room and development kitchen hire enquiries and bookings. This may include the moving of furniture/ equipment, maintaining cleaning boxes, setting up audio visual equipment and refreshments, catering and clearing rooms. This will also include the Business Lounge, so all facilities are ready for users.
- Completion of pre / post hire checks and evaluation forms as appropriate.
- Coordinating meeting room bookings on the day including IT support and provision of refreshments/catering for meetings.
- Up keep and day to day running of the site coffee shop, including serving refreshments, maintaining stock and carrying out scheduled checks, ensuring kitchen areas are clean, well-stocked and organised.
- Accepting and distributing deliveries for Tenants and development kitchen users.

Provide support to the team to ensure the efficient operation of the site, to meet necessary legislative requirements and good practice, particularly supporting the Facilities Manager in the management of the site. Activities will include but not limited to:

- Support the Facilities Manager in the co-ordination of service contracts, liaison with service contractors.
- Support the Facilities Manager with facilities management of the site which may include: weekly and monthly checks, monitoring the Building Management System, CCTV, entry system, Health & Safety and contractor liaison as directed.
- Support with Administration of relevant site documentation and procedures as required to ensure the onsite systems remain relevant and fit for purpose
- Supporting the Facilities Manager with unit handovers, issuing Tenant Welcome Packs and keys, inductions, compliance activity checks and inspections of the site and units as required.



- Recording site and facilities issues on site and Forum databases and spreadsheets as required.

General

- Support the marketing and promotion of the site facilities and activities.
- Support with the establishing and administering processes, procedures, databases and preparation / collation of information for monitoring activity and providing required information for briefings, and routine reports.
- Support with engaging with target clients and businesses as part of widening awareness of the facilities and services available, including online research and setting up databases. To ensure that all personal information is maintained in a secure environment in accordance with the Data Protection Act.
- To be accountable for delivering all areas of the job role whilst being flexible to support others and to undertake any commensurate tasks, other duties, or role, as appropriate, that may be required from time-to-time to support the team and organisation.
- To comply with Data Protection legislation and ensure work areas are clean, tidy, and free from confidential information.
- Demonstrate action toward the Forum's equality, sustainability, Health and Safety, health and wellbeing policies and actively promote and adhere to all policies.



PERSON SPECIFICATION

QUALIFICATION REQUIREMENTS	Essential / Desirable / N/A
Food science degree	N/A
Specialist / other degree or higher standard	N/A
Management qualification	N/A
Health and safety certification (iosh/nebosh/fire marshall first aid)	Desirable
GCSE or Equivalent English and Maths	Essential
Other:	N/A
SKILLS, KNOWLEDGE & EXPERIENCE	Essential / Desirable / N/A
Food Manufacturing/Handling:	
Hospitality service	Desirable
Food or drink manufacturing, operations or equivalent	Desirable
SME's Business engagement	N/A
Facilities and Health & Safety:	Essential / Desirable / N/A
Facilities management, maintenance checks/scheduling, environmental/energy monitoring,	Desirable
Knowledge of operating a food facility or other large facility	N/A
Security, CCTV, alarms, Key management	Desirable
H&S, emergency, fire safety, testing, risk assessments, incident reporting	Desirable
Procurement, contract management, suppliers / tenders	N/A
Administration:	Essential / Desirable / N/A
Reception, telephone answering, customer service, hospitality, stock taking, managing post, kitchen, office & site cleaning	Essential
Time / diary management, room booking, inventory & hygiene checks	Essential
Customer account management, project documentation and file management, minute taking, reporting	Desirable
Membership systems, marketing & presentation, event coordination	N/A
Proficiency in IT, Databases, elearning, All MS office [Excel, Word, Outlook etc], Directory paths, Video conferencing, Document Storage,	Essential
Legal: terms & conditions, employment, HR, contracts, GDPR, confidentiality, regulations,	Desirable
Quality systems, audit, standard operating procedures, and policies	Desirable
Personal Qualities	Essential / Desirable / N/A
High standard of English grammar, accuracy, attention to detail & admin	Essential
High level of IT knowledge covering a variety of applications/packages, document control & security,	Essential
Positive attitude, clear communication, smart appearance,	Essential
Reliable, punctual, flexible, can work on own initiative, self starter	Essential

