

THE FOOD AND DRINK FORUM at FOOD WORKS^{SW}

Job Description Title:	Food Works ^{SW} Receptionist. Part-Time, Short-Term (6 month) Contract
Line Managed By:	Senior Technical and Site Manager
Department / Work Area:	Site and Engagement Centre
Hours:	Tuesday to Thursday – 5 hours per day. 09:30 – 14:30 but can be adjusted by agreement.
Annual Leave:	25 days pro rata

SPECIFIC JOB DESCRIPTION ROLE REQUIREMENTS

Job Purpose:

Food Works^{SW} is a dynamic food and drink innovation centre that offers 12 food production units and a business engagement centre that has a reception, coffee shop, business lounge, conference centre, meeting rooms and development kitchens for businesses to hire for food trials and new product development.

As the first point of contact for clients and site visitors, the role requires exceptional 'front of house' customer service skills in addition to providing administrative and facilities support to centre staff.

This is a short-term (6month) contract to support the Food Works^{SW} team but may lead to further employment.

Principle Duties / Responsibilities:

- Reception & Administration;
 - Welcome visitors and contractors to site and ensure the correct sign in procedure is followed.
 - Administration of phone and email enquiries.
 - Refer clients / enquiries to various team members as appropriate.
 - General office administration.
 - Completion of customer feedback forms after use of the site facilities.
 - Assist the Food and Drink Forum central admin team.
 - Assist with the review and update of site Standard Operating Procedures and internal policies.
 - Other administrative duties as required.
- Coffee Shop;
 - Serve refreshments & snacks to customers and process payments.
 - Carry out scheduled checks and cleaning activities.
 - Assist with provision of refreshments and catering for site meetings and events.
 - Ensure the business lounge is clean and tidy at all times.
- Site Facilities:
 - Assisting with the set up of meeting rooms and development kitchens prior to use.
 - Tidying of meeting rooms, kitchens, business lounge after use.
 - Checks of consumable stock and equipment inventories.
 - Assist with conduct of daily site/facilities checks.
 - Assisting the team with production unit issues raised by tenants.
 - Assisting the team with monitoring and maintaining of the site Business Management System.

Other Specific Duties:

- To be accountable for delivering all areas of the job role whilst being flexible to support others and to undertake any other tasks, as appropriate, that may be required from time-to-time to support the organisation.
- Be responsible for the health and safety of self and others, ensuring work areas are cleaned regularly, tidy and free from obstruction and to contribute to assessment and reporting of risks in/on the premises.
- Commitment toward the Forum's equal opportunity and diversity policy and actively promote and adhere to all policies.
- To play a full part in the life of the Forum and its community.
- To work towards daily objectives and targets, as identified by your Line Manager.
- To show a record of excellent attendance and punctuality.

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Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and you may be required to perform other duties as required. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. The Food and Drink Forum will endeavour to make any necessary reasonable adjustments to the job and or the working environment to enable access to employment opportunities for disabled job applicants.

The Person

We are looking for someone who;

- Is a quick-thinking, polite, confident, personable character with a welcoming personality.
- Can promote themselves in a positive way to a range of different people.
- Prides themselves in cleanliness and has a smart appearance.
- Is computer literate and familiar with Microsoft Office software eg word, excel.
- Has a high level of time management and organisation skills to conduct the daily routine schedules for the site and is able to 'get on with the job' and uses their own initiative to keep themselves busy.
- Is not afraid to ask questions and who has excellent communications skills.
- Likes attention-to-detail as this is important within a food and hygiene critical site.
- Doesn't mind some routine and repetitive tasks.
- Is keen to learn and develop themselves.
- Is interested in a career within the food and drink industry, administration or customer services role.
- Has GCSE or equivalent in English and Maths.

The Offer

- Working for The Food and Drink Forum will provide a great opportunity with a forward-thinking company and a possibility of a future administration, client facing and or food technical job role.
- In addition, we will offer relevant training including health and safety and Level 2 in Food Hygiene.
- Possibility of working with other food companies for experience and to understand the different roles and skills in the sector.