



FRONT OF HOUSE - WORKSPACE HOST

@ Salford Quays Reach
Information Pack

WWW.HOPEPARKWORKSPACES.CO.UK

info@hopepark.co.uk
0161 553 0304

ABOUT US

Hope Park Workspaces is a leading provider of grade A-serviced office workspaces. A trusted brand, with an operating model which is popular and showing very high levels of customer retention. Starting with our City Gateway, Bradford site in 2011, we now have 3 Hope Park serviced office locations: City Gateway (Bradford), Rooley Lane (Bradford), and Quays Reach (Salford).

We're a growing business, established to provide financial support for Transforming Lives for Good (TLG).

TLG is a national charity that exists to support struggling children and young people through the local church, providing them with hope and a future.

Hope Park exists to support the vision of TLG, with all the profit invested into transforming the lives of struggling children across the UK.

Hope Park Workspaces are always looking at ways of expanding and we are looking for those excited to make an impact on this bigger picture and those who are full of vision as we continue developing our workspaces.



OUR CORE VALUES

INTEGRITY

Honesty is our policy, in everything we do.

INNOVATION

We keep things fresh, inspiring your best work.

COMMITMENT

Your success is our mission.

QUALITY

We put excellence at the centre of all we do.

JOB DESCRIPTION

FRONT OF HOUSE - WORKSPACE HOST

Location: Salford Quays
(occasional travel to other Hope Park Workspaces sites & events)

Salary: £12.71 per hour

Hours: Full-time Monday - Friday 8.30am to 5:00pm
(including ½ hour unpaid lunch break)
OR
Part-time Job Share
Morning shift Monday - Friday 8.30am to 1.00pm (no break)
Afternoon shift Monday - Friday 12.30pm to 5.00pm (no break)

Annual Leave:
Full-time 224 hours plus Birthday day
Part-time 126 hours plus Birthday day

Working Arrangements: Onsite
Due to the nature of the role, hybrid working is not available.

Reporting to: Workspace Communities Lead

ROLE PURPOSE

Provide a very warm and professional welcome for all tenants, visitors and staff.
Ensuring the smooth day-to-day running of the workspace and supporting excellent customer service across the building.

Find out more about Hope Park Workspaces at Salford Quays
<https://hopepark.co.uk/workspace-location/quays-reach-offices-salford/>

MAIN RESPONSIBILITIES

FRONT OF HOUSE AND CUSTOMER SERVICE

- Deliver an exceptional first impression by providing a warm, welcoming, and professional front-of-house experience, with personalised and engaging greetings for all visitors.
- Manage incoming calls, emails, and enquiries in a timely, efficient, and professional manner, ensuring a high standard of communication at all times.
- Develop and maintain positive working relationships with tenants, offering responsive support to meet their day-to-day needs.
- Uphold consistently high standards of presentation across all front-facing areas and tenant kitchens, ensuring a clean, organised, and professional environment at all times.

WORKSPACE ADMINISTRATION

- Support the day-to-day administration of the workplace, ensuring smooth and efficient operations, including:
- Managing tenant records and maintaining accurate, up-to-date documentation.
- Using systems such as Outlook, SharePoint, and CRM tools effectively to support daily activities.
- Maintain accurate record-keeping and ensure clear, consistent handovers between team members to support continuity of service.
- Coordinate incoming and outgoing post and deliveries in a timely and organised manner.

FACILITIES & WORKSPACE SUPPORT

- Work closely with the Facilities Manager to:
- Log and track maintenance requests, ensuring they are recorded accurately and followed through to completion
- Assist in coordinating contractors where required
- Support the general upkeep and presentation of all communal areas by reporting and coordinating a clean, safe and professional environment.
- Assist with tenant move-ins and onboarding, helping to ensure a smooth and welcoming transition into the workspace.

MEETING ROOMS & EVENTS

- Coordinate meeting room bookings, ensuring all spaces are prepared to a high standard and ready for use.
- Support the delivery of tenant events and networking opportunities, contributing to a positive and engaging environment.
- Assist with basic event logistics and hosting, helping to ensure events run smoothly and professionally.

GENERAL

- Contribute positively to team meetings and help foster a collaborative and supportive workplace culture.
- Provide support to wider front of house operations where required, within the scope of the role.

HEALTH & SAFETY AND COMPLIANCE

- Follow all company policies and health and safety procedures at all times.
- Support a safe working environment by proactively identifying and reporting any issues or hazards.
- Undertake relevant training to support responsibilities, including areas such as fire safety and first aid.

WHAT SUCCESS LOOKS LIKE

Tenants and visitors receive a consistently welcoming and professional experience.

The front-of-house operation runs smoothly and efficiently on a daily basis.

Queries and issues are responded to promptly and effectively.

The workspace is consistently well-presented, organised, and compliant.

Strong and positive relationships are developed with tenants and colleagues.

APPLICATION PROCESS

We are accepting CVs for this role, but we also ask that you provide a cover sheet to clearly specify how you meet the person specification and main responsibilities.

Page 7 of this information pack contains the applicant's important information, which we encourage you to read before applying for the role.

Please drop us an email at people@hopepark.co.uk or call 0161 553 0304 if you would like to find out more about what it is like to work for us or if you have any questions before applying.

Closing date: TBC

Online interviews will take place as applicants apply

In-person Interviews will take place at Salford Quays, 16 Carolina Way, Salford, M50 2ZY

PERSON SPECIFICATION

		DESIRABLE
Grades	<ul style="list-style-type: none"> Achieved good grades at GCSE in a range of subjects, including Maths and English 	<ul style="list-style-type: none"> Relevant administration / business qualifications to A-level standard or equivalent
Skills and knowledge	<ul style="list-style-type: none"> Working knowledge of Microsoft applications (Outlook, Word, Excel and SharePoint) Strong social and communication skills to engage individuals and tenants proactive approach to problem-solving, taking initiative and communicating effectively with a member of the management team in high pressure situations to resolve issues. Ability to manage multiple tasks and prioritise effectively Good organisational skills and attention to detail. 	<ul style="list-style-type: none"> PowerPoint, Forms Canva or similar CRM systems and logging information accurately Basic understanding of facilities or building operations.
Experience	<ul style="list-style-type: none"> Experience in a customer-facing or an administrative role. 	
Additional	<ul style="list-style-type: none"> Provide 2 referees Provide evidence of suitability to work in the UK and appropriate qualifications Live within a reasonable travelling distance Willingness to uphold Hope Park Workspaces four core values; Integrity, Quality, Commitment and Innovation 	<ul style="list-style-type: none"> Driving license and car

APPLICANT IMPORTANT INFORMATION

Your CV and Cover letter

You are advised to submit your CV and cover letter as soon as possible to have the best chance of being considered. We reserve the right to close the post before the stated closing date if we have a high response rate.

You should note that applications received after the closing date, unfortunately, will not be considered.

References

You are asked to provide 2 references when you submit your CV and cover letter. We accept 1 from previous employer and 1 from a personal reference OR 2 from previous employers.

Right to Work in the UK

We are unable to consider applicants who do not have permission presently to work in the UK and we cannot support visa sponsorship.

Applicant Selection

We welcome applications from applicants from all diverse backgrounds to enable us to better reflect the needs of the clients we serve.

Reasonable Adjustments and Removing Barriers

If you require any reasonable adjustments or additional support during the recruitment and selection process, please let us know. We are committed to removing barriers for applicants and upon appointment as an employee.

Working Conditions

Customer faced work in open planned office setting with minimal exposure to health or safety hazards. Substantial time is spent working on a computer; manual handling and physical effort is required, including the handling of average-weight objects up to 10 pounds and some standing, walking, sitting, reaching, talking, hearing, grasping, lifting, etc. Environment can be demanding and fast paced.

Role Training

Training will be provided for the role as applicable.

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HOPE PARK

BENEFITS

- 5% Company pension
- Employee Assistance Programme
- Mental health wellbeing day each year
- Annual birthday leave day



ALSO AVAILABLE

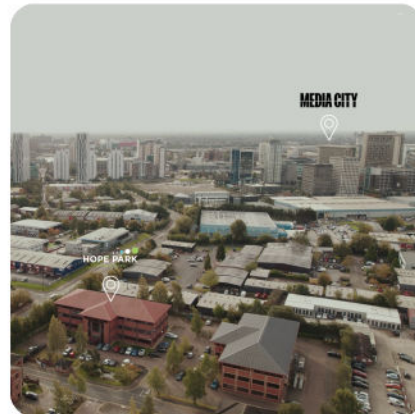
- Free onsite parking
- Free access to gym onsite
- Onsite Café

LOCATION

Hope Park Workspaces Salford is located just off South Langworthy Road in Salford Quays, 1 ½ miles to the west of Manchester City.

The building benefits from being close to Langworthy Metrolink Station and a short stroll away from all the amenities in MediaCityUK.

The M602 motorway is in less than 5 minutes' drive away, linking the building to the M60 and the rest of the regional motorway network.



LOCAL AREA

- Langworthy Tram stop (0.2m) 3 min walk
- Broadway Tram stop (0.3m) 5 min walk
- Co-op Store (0.5m) 10 min walk / 3 min drive
- BBC/ ITV MediaCityUK (0.6m) 11 min walk / 4 min drive
- The Lowry (0.8m) 15 min walk / 5 min drive
- Manchester United Stadium (1.9m) 39 min walk / 9 min drive



Business is more than just number crunching. It's about doing something significant, something that matters and something that leaves a mark on the world.

That's why Hope Park operates as a social enterprise in partnership with the National Charity, Transforming Lives for Good (TLG).

ALL PROFIT goes back into investing in the future of struggling children across the UK. We're not looking to cram our own pockets but sow deep into young lives.

Being on our team means you get be part of something amazing which is more than just a job.

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