

Department: Operations Support Team

RECEPTIONIST JOB DESCRIPTION

Our Receptionists are our front line. They are not only responsible for the smooth running of the LSP reception but also play a crucial role in supporting LSP's Operations Team to deliver outstanding customer services to our tenant community across our three-building estate.

GENERAL RESPONSIBILITIES

- Greeting visitors and maintaining visitor records.
- Managing and screening telephone calls.
- Fielding enquiries and being the first point of contact for tenant company enquiries or complaints; representing the Liverpool Science Park Team; following up with the relevant member of staff and feeding back to the tenant.
- Managing LSP postal services.
- Issuing information bulletins via email to the LSP tenant base on behalf of the Science Park management team as directed.
- Issuing tenant portal credentials and updating forums with job vacancies/items for sale, etc.
- Security: to maintain access control system, creating and managing fobs, monitoring the CCTV system and car park.
- Facilities co-ordination: to work with the Facilities Assistants with facility management and office configurations for new tenants and dilapidations for those vacating the premises; organising keys/fobs/contractors and other duties as directed by the Operations Management Team.
- Maintaining the reception and break out spaces to LSP standards.
- Communicating with the Operations Team to order stock and arrange contractor visits.
- Using Microsoft Office to produce spreadsheets, written documents, email, manage calendars, using search engines to find suitable suppliers and quotes.

PERSON SPECIFICATION

The ideal candidate would:

- Be enthusiastic, highly motivated and be committed to delivering outstanding customer service.
- Have excellent organisational skills, be able to manage their own workload as well as work well as part of a small but growing team.
- Have excellent customer service skills and a desire to go above and beyond for our companies.
- Have strong IT skills and a willingness to work within technical areas.
- Have excellent literacy and good mathematical ability.
- Be willing to learn new skills and undertake training where necessary in IT and other areas of facility management appropriate to the role.
- Be accommodating of the requirement to work outside business hours on an ad-hoc and rotational basis in line with certain events in the LSP calendar.

Salary

Starting at £16,400 per annum pro-rata.

Hours of Work:

Mondays, Wednesday, Thursdays and Fridays (9 am – 5.30 pm) with option to work Tuesdays as required.

About Liverpool Science Park

Liverpool Science Park (LSP) is owned by Liverpool City Council, Liverpool John Moores University and the University of Liverpool. As an urban science park, situated at the heart of a vibrant city, our tenant companies benefit from being within walking distance to many of Liverpool's strategic knowledge assets. Liverpool Science Park has two buildings, Innovation Centre 1 (ic1) and Innovation Centre 2 (ic2) offering 120,000 square feet of high-specification grade A office, lab, meeting room and event space. The role will be based across all of our reception desks.

The Science Park team is currently made up of 14 members of staff. Being located within the city's flourishing Knowledge Quarter offers our team a great central base to enjoy the local amenities of Hope Street but also the city centre and to benefit from its transport links. Our customers are currently made up of 60 companies with collectively over 500 + staff from science, technology and knowledge-based disciplines, as well as public sector bodies and University departments, meaning the Park is an incredibly vibrant place to work.

How to apply

Please send your CV and a short covering note explaining why you would like to apply for the role to operations@liverpoolsciencepark.co.uk.