

Job Description

Role	Office Administrator/Community Host - Apprenticeship
Hours	Monday – Friday 9-5.30pm – 20% of working time to be ' Guided Learning Hours as required by the apprenticeship. To assist with community events (usually ran on the weekend) there may be a request made for some Saturday/Sunday working. This will present a great opportunity to see the community events in action and develop knowledge and understanding to support the Community Host part of the role.
Location	Houlton, Ruby
Type	Apprenticeship (<i>20 months</i>)
Reporting to	Office & Community Facilities Co-Ordinator (Hannah Craig)

Role Objectives

This position is varied and broad in its responsibilities, suiting someone who is flexible with a desire to learn about our business and grow into this newly created role, with the opportunity to further help shape its remit. The right candidate will need good organisation skills and be willing to handle multiple pieces of work and really get involved both internally and externally.

The purpose of this role is to play a key part in the project team at our Houlton site, supporting on office administration and co-ordination within our main building, as well as assisting with the running of our community facilities within the local centre. The project team consists of 5/6 members based at Houlton, with additional colleagues regularly travelling from our London head office over the working week.

The Administrator/Community Host will be based at Orchard House, which as our main office is situated on the first floor above The Co-operative store - the first retailer to be opened at Houlton launched back in October 2021. Additionally, as part of our masterplan for the site, The Old Station Nursery opened its doors around the same time last year (and is just over the road from our office).

Prior to our relocation to Orchard House, the team were based in our Visitor Centre, also known as the Farmhouse. This is a stone's throw away from our new building and has now been transformed into our community co-working hub, The Exchange. Additionally, we are situated next to The Tuning Fork eatery as well as The Barn, our community centre. This area is called our "local centre."

The Houlton project is a 15-year development, bringing a total of 6,200 new homes to Houlton, as well as additional schools and amenities. Houlton now has over 900 new homes occupied along with our first primary school, St Gabriel's CofE Academy. Moreover, recently refurbished was our secondary school that was once the home of the Rugby Radio Station.

Role Responsibilities

Hosting and Community Support

- Provide a professional first point of contact for visitors to the development office including answering the door, meeting & greeting guests, preparing refreshments and supporting with Wi-Fi access or other requests as made by our visitors. Also transport co-ordination where required.
- Answer, screen, and forward phone calls to the development office and handling any messaging.
- Deal with the office post.
- Support the team in hosting visits to the development and provide a professional service including booking and setting up meeting rooms, organising catering, transport, Personal Protective Equipment (PPE) and other requirements.
- Provide basic tech support to the meeting rooms to ensure presentations, virtual meeting and wifi connections work for the team and visitors.
- Provide a professional first point of contact for local residents with queries about the development or wishing to hire our community spaces and signpost those to the appropriate member of the site team where necessary.

Systems and Processes

- Manage the room booking system within the office.
- Order stationery and office supplies for the office and community facilities.
- Housekeeping within the office and community facilities – replenishing printer supplies, tidying areas, set up and clearing away after meetings etc.
- Liaise with contractors who carry out services within the office and community facilities including cleaners, catering, security, IT, AV, printers, and maintenance.
- Assist with daily health and safety duties within the office and community facilities.
- Work with the Office & Community Facilities Coordinator to support the overall running of the community facilities (The Barn and The Exchange).

Administration

- Assist the team with the production of any letters, presentations and other documentation as well as other office admin tasks as needed.
- Interact with other departments and the wider support team within U&C team to assist with completion of admin tasks

Role Requirements

- The role would suit an all-rounder with confidence to deal with a wide range of different people and willing to learn new skills to take on varied tasks
- Communication and customer service skills – able to confidently deal with enquiries, signpost and resolve problems whilst remaining professional and calm under pressure.
- Highly organised and be able and willing to multi-task for different stakeholders.
- Competent and confident with the Microsoft Office suite – able to use Outlook, Word, Excel and PowerPoint to a good level.
- A high degree of competency in written work – capable of corresponding with residents, colleagues and customers using different mediums.

For more information please see:

www.urbandcivic.com for more information on the employer Urban&Civic for which the Houlton development is part of their strategic site portfolio.

www.houltonrugby.co.uk for more information on the development of Houlton and what the development team are tasked with delivering over the long term.