

JOB DESCRIPTION

Post:	Receptionist
Salary:	£12.60 per hour
Hours of work:	Part-time, 25.5 hours per week, worked as a combination of morning and afternoon shifts within the hours of 8:15 am and 5:45 pm, Monday to Friday. Occasional flexibility may be required to cover holidays and sickness.
Holidays:	20 days per year plus statutory bank holidays, increasing 1 per year up to 25 after 5 years' service
Location:	Sheffield Technology Parks, Arundel Street, Sheffield, S1 2NS
Responsible To:	CEO
Purpose of the Post:	Front-of-house customer services providing reception, bureau and administration functions for the Company and our clients

Overview

Sheffield Technology Parks is a leading hub for digital technology businesses. Our small, friendly team, led by the CEO, ensures high-quality service for office users, meeting room guests, and start-ups in our coworking space.

As Receptionist, you'll handle a mix of front-of-house tasks, from managing bookings and welcoming visitors to maintaining digital records and assisting with facilities. Some days will be busy with multiple responsibilities, while quieter times allow for administrative upkeep.

Comprehensive training is provided, but we value a positive attitude, confidence in engaging with diverse people, and the ability to multitask under pressure.

Principal Duties:

1. To ensure a friendly, professional and effective reception service is provided to occupiers and staff of Sheffield Technology Parks, including dealing with occupier requests and queries.
2. Operate the telephone switchboard for Sheffield Technology Parks Telephone message/answering service.
3. Handle general enquiries from occupiers and visitors to Sheffield Technology Parks, maintaining knowledge of available services and offices.
4. Manage and operate the room booking system for conference and meeting room bookings. Ensuring bookings are confirmed and properly equipped prior to the booking.
5. Provision of refreshments throughout the duration of conference and meeting room bookings.

6. To oversee and run the bureau service for occupiers and non-occupiers – including photocopying printing, binding, packaging amongst others.
7. Mail room duties – to include sorting incoming mail, the handling of deliveries and processing the delivery of all outgoing mail.
8. To prepare information for monthly accounts for bureau services and raise fees for occupiers via the company's management system.
9. Raise and administer purchase orders as and when required keeping stock of stationery & cleaning store.
10. To operate and monitor the access security system for the building.
11. Understand fire and emergency procedures and to direct clients to muster point
12. Undertake general clerical and word processing duties for the occupiers and staff of Sheffield Technology Parks.
13. Maintain company Customer Relation Package and other information databases.
14. Monitor and maintain all promotional literature, notice boards and stationary levels.
15. Filing of documents.
16. Ensure conference and meeting Rooms are clear of consumables and equipment switched off and secure at the end of each day.
17. Lock and secure premises.
18. To assist the wider STP Team as appropriate.
19. Flexibility to cover holidays and sickness. **This is critical to the role.**
20. To carry out any other duties which may be required but do not change the nature of the post.
21. When required – send out marketing information out to prospective clients.
22. Maintain the back end of our website on a regular basis, with current news and achievements and keep the current occupiers list and what office space is available up to date.
23. Monitor social media account(s) and respond or post as directed

Person Specification – Receptionist

Essential Criteria

Qualifications & Experience

- Previous experience in a receptionist, customer service, or front-of-house role.
- Experience handling telephone calls and general administrative tasks.
- Knowledge of Microsoft Office (Word, Excel, Outlook) and general IT proficiency.

Visit our website at www.shefftechparks.com

Skills & Competencies

- Strong interpersonal and communication skills with a professional and friendly demeanour.
- Ability to multitask and manage competing priorities in a busy environment.
- Excellent organisational skills with attention to detail.
- Ability to work independently and as part of a small team.
- Strong problem-solving skills and the ability to remain calm under pressure.
- Confidence in handling enquiries from a wide range of people and adapting communication style accordingly.
- Ability to maintain confidentiality and handle sensitive information professionally.

Personal Attributes

- A positive, proactive, and customer-focused attitude.
- A flexible and adaptable approach to work, with willingness to cover holidays and sickness when required.
- High level of reliability and punctuality.
- Self-motivated with a strong sense of initiative.

Desirable Criteria

- Previous experience in a serviced office, coworking space, or multi-occupancy business environment.
- Experience with website content management and social media platforms.
- Familiarity with handling financial transactions such as invoicing or processing payments.
- Understanding of fire and emergency procedures within a business environment.

Other Requirements

- Flexibility to cover shifts due to holidays or staff absences.

How to Apply

To apply for this role, please send a short covering letter (or introduction video) plus your CV to jobs@shefftechparks.com

We'll only keep the information for the recruitment process and will delete once we have made an appointment.