

Creative Works Receptionist

Vacancy

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A SPACE FOR WORK AND LIFE



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Welcome to Big Creative Training & Creative Works

BCT is a well-established creative industry training provider with more than twenty years' experience in delivering and supporting education and work opportunities. Our mission statement is to Develop Talent, Transform Lives, Create Careers.

This role is to manage the Creative Works co-work space established by Big Creative Training to provide a high quality affordable and sustainable workspace for the local community and to support the wider mission of BCE.

Creative Works has been operational for 8 years with high occupancy levels and a strong local reputation. Creative Works is located at the heart of the Blackhorse Road 'Creative Enterprise Zone' CEZ.



Creative Works is BCT's co-working space in E17's Creative Enterprise Zone, for creatives and SMEs. Beyond providing offices, meeting rooms and studios, CW host an events programme and offer members the opportunity to collaborate with locals through BCT's apprenticeship scheme.

Big Creative Independent School is BCT's single-form alternate provision for 14-16-year-olds who have disengaged with formal education. BCIS cover Maths, English, Science, Music and Media.

Staff Benefits

- Company pension scheme
- Healthcare cashback
- Bike-to-work scheme
- Career development available
- Staff social events
- Interest-free emergency or career development loans
- Free on-site lunches during term-time

[BCT Culture >](#)

[International Work Experience >](#)

[Games Design Showreels >](#)

[Artist Development Programme >](#)

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Essential Qualifications

- English & Maths GCSE 4+

Essential Qualities

- Relevant experience
- Committed to highest level of customer experience / professional service
- Efficient, organised and solution focused
- Shares BCE / Creative Works community and social values

Desirable Skills

- Knowledge / experience of co-working or shared workspaces

Job summary

- Effective management of the Creative Works reception and spaces and services available to users and tenants at Creative Works.
- The maintenance of a positive and efficient working environment at Creative Works for all users, including tenants, apprentices and trainees.

Job Responsibilities

- Ensuring that the Creative Works Reception operates efficiently and smoothly, dealing with callers and visitors in a courteous manner
- Provide an efficient reception service and switchboard for Creative Works users and tenants, and assist the Community Manager in general duties as required
- To actively promote to tenants, Creative Works' additional services, including meeting room hire, adult training courses and business support
- Promotion of the community spirit and values of Creative Works, and introduction of new members into the community
- Overseeing and maintaining to date On-Boarding process for all tenants
- Supporting the Manager with sales enquiries
- Effective front-of-house administration
- Support the Facilities Manager in the effective implementation of H&S working arrangements
- Event support during and out of working hours
- Managing CRM Nexodus for onboarding and offboarding members and new leads
- Support the Community manager with marketing data entry using platforms such as Mailchimp, Instagram and Nexodus discussion board



Salary and Days of Work

- 35 hours across 5 days a week for 52 weeks per year
- 25 days of annual leave plus UK bank holidays
- This is a **permanent full-time** position
- Start date ASAP
- Annual salary £26,500

How to Apply

Please complete the application form at <https://www.bctforms.com/bct-staff-application-form-p1/>

You must be eligible to work in the UK as this job is in London and cannot be done remotely.

BCT is an equal opportunities employer and welcomes applications from all communities, encouraging equality, diversity and inclusivity. We are committed to safeguarding all enrolled learners and appointment of successful applicants are subject to satisfactory references and an enhanced DBS check.

Creative Works is a values-led organisation with a focus on affordable space, sustainability and supporting the local community and we would like to appoint a person who can help to promote and maintain these values alongside running a successful commercial space.

What our staff say...

“

The staff get on well with each other and work together positively to benefit the organisation.

Lovely working environment with a supportive team and great students.

What our alumni say...



Not only did the college give us the tools and knowledge to succeed, they prepared us for life as creatives of the future.

Georgia



If it wasn't for BCT there's no way I would have become the person I am today. Thanks for helping me find myself!"

Amani

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