

## The Company

**The National Self Build & Renovation Centre (NSBRC)** is a unique visitor centre supporting people who are designing and building their own homes, or improving/extending existing properties. We are also a conferencing and meeting space venue and we run a range of educational courses, workshops and large-scale events. We aim to provide an outstanding customer experience, bringing businesses and individuals together in a friendly and professional environment.

Located in West Swindon, on Junction 16 of the M4, we welcome people from all over the UK who are designing & building their own houses or looking to renovate or improve their existing homes. Since opening in January 2007, over a quarter of a million people have visited the Centre seeking independent building advice and support.

The NSBRC is operated by The Homebuilding Centre Limited, an Employee Owned Business, with a small team of dedicated staff who own 85% of the business, partly through an Employee Ownership Trust. We work together with pride, loyalty, and embrace challenges with a genuine sense of shared ownership.

The NSBRC won a prestigious business award in November 2021, from the Employee Ownership Association for 'Developing Business Resilience'. We were named Small Business of the Year at the 2017 Wiltshire Business Awards.

The Homebuilding Centre Limited is a 'Living Wage' employer, which means we have signed up to a voluntary scheme to ensure our pay is based on the real cost of living, well above the government's minimum wage.

## The Role

### **Coffee Shop Assistant with Front of House (Reception) cover**

Remuneration: £9.50 per hour (rising to £9.90 per hour from 1<sup>st</sup> April 2022)

Hours: We require someone **who can commit to every Saturday (with hours typically 10:00-15:30)** and ideally a Monday (with hours typically 08:30-17:00).

We also require the ability to provide flexible casual weekday/Sunday holiday/sickness cover – when we will provide as much notice as possible. You must be available to work at our large consumer shows (currently produced January, May and September).

**The Coffee Shop is an important part of our business, as you will often create the first impression of our visitor centre. We aim to offer all our visitors, whether they are self-builders, exhibitors or here on business, outstanding customer service, starting with a warm & professional welcome – and a good cup of coffee!**

You will present yourself professionally and have a friendly manner with visitors to the Coffee Shop. You will be equally confident talking to individuals or small groups. You will be able to use a till quickly and accurately and be responsible and reliable to deal with cash and card takings, including daily cashing up. A Level 2 qualification in Food & Hygiene would be an advantage, but training will be provided.

When covering the front desk you will be able to enter data quickly and accurately, have proficient knowledge/experience of using Microsoft Office packages such as Word and Outlook email, and be able to pick up bespoke IT systems quickly. Due to the location of the Centre, your own transport is necessary – although there is a limited bus service. Free parking is available. Primarily based at the Centre you may occasionally be required to travel to external events to represent the NSBRC.

You must be prepared to roll your sleeves up and help out other departments when needed – including our conference team. **Above all, you will have a fantastic attitude, be excited about our vision for the business, and**

**embrace our shared values and employee-owned culture.** In return we offer a fun and supportive environment to work in, where hard work and a positive attitude will be acknowledged, appreciated and rewarded.

The package offers a competitive rate of pay, 22 days holiday plus bank holidays (pro-rata). On completion of a 3-month probationary period, you will be eligible to join the Employee Ownership scheme and share in the company's success through active involvement in business decision making and the potential payment of a profit share. We also offer a work place pension scheme and private health care cover.

## Key Tasks

### Front of House tasks:

- Meet and greet visitors, exhibitors and conference delegates
- Book in visitors on our bespoke booking system, explain how our barcode scanning system works, and provide initial orientation of the visitor centre for new visitors
- Book out visitors and ensure scanners have downloaded correctly
- Have a knowledge of the visitor centre layout (and exhibitors) to assist visitors
- Answer a wide range of telephone enquiries and answer / forward as required
- Run end of day reporting
- Occasional conference and courses setup including preparing signing in sheets, board and room signs
- Keep magazines stocked up in display areas within the visitor centre
- Display a diligent and conscientiousness work ethic

### Coffee Shop tasks:

- Deliver outstanding customer service
- Preparation of Coffee Shop area for service to visitors
- Serving hot and cold drinks as well as snacks (paninis, pasties etc.) using our onsite facilities
- Follow daily/regular cleaning schedules and keep accurate records
- Stock take
- Set up, delivery and clearing of conferencing refreshments and catering
- Some re-arrangement of meeting rooms/theatre spaces involving carrying and lifting of tables & chairs
- Completion of Coffee Shop cleaning and closure checks
- Daily cashing up

**Our Vision:** A market leading and award-winning brand, the NSBRC is the first destination for anyone creating a home in the UK. The heart of a thriving community, we are an outstanding business to work for and with.

### **Our Values:**

#### ***Passionate***

We love what we do.

#### ***Courageous***

We embrace challenge.

We take pride in our thinking, exploring options and share joy in finding the solution.

#### ***Friendly***

We encourage new thinking for positive outcomes.

We will always offer a warm welcome, be supportive and seek to understand.

#### ***Connected***

We have a personal drive to develop, learn and share our knowledge.

We make positive connections through our professional networks.

#### ***Authentic***

Be the best version of you that you can be and help support others to do the same. We are genuine in all we say and do.