

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 the majority 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

Helpdesk Expert

Daily rate in the region of £120, negotiable based on experience.

Part of a small team of external contractors, you will represent the NSBRC by providing advice and support to our visitors. We would be open to you joining our team, as a direct employee, if that was preferred.

Days are allocated on a rota basis based on the NSBRC events schedule and the team's availability. You must be available to work some weekends (typically four weekend days per month).

We aim to offer all our visitors, whether they are self-builders, exhibitors or here on business, an outstanding customer experience, starting with a warm & professional welcome. Our Helpdesk is a key reason why visitors attend the NSBRC.

We are seeking a person who has the following experience:

- Good knowledge of the domestic construction industry – both new builds and renovations
- Be able to provide approximate budget costs and timescales for typical projects
- Some knowledge of Planning and Building Regulations
- Experience of both traditional and modern methods of construction
- Ability to read and understand technical drawings
- Some knowledge of VAT

In addition, you must:

- Be friendly and approachable
- Have the confidence to engage with our visitors, both at the desk and while providing short guided educational tours to small groups
- Be pro-active and help identify any maintenance / H&S issues in the Visitor Centre
- Share responsibility for opening, closing and securing the visitor centre (particularly at weekends)

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.

We believe this is an exciting role, which will involve you working with many different teams and you will need to be motivated and excited about helping us grow this important part of our business.

You must be prepared to roll your sleeves up and help out other departments when needed – including our conferencing 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.**

To Apply

For more information on this role, or to send in your CV, please contact:

Harvey Fremlin, Managing Director at harvey.fremlin@nsbrc.co.uk

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.