



## Plus X: Front of House part time role

Plus X transforms places. We create work spaces in areas with unlocked potential, driving business innovation, community collaboration and positive social impact. Through commercial hubs incorporating inspiring work space, access to growth services and a curated culture of collaboration, Plus X creates a fertile environment that drives prosperity.

Our approach champions innovation, connection, collaboration and wellbeing combined with deep insights to best serve the needs of our local and individual Plus X communities.

In partnership with specialist regeneration developer U+I, we will be launching Plus X hubs across the UK and our Brighton hub opened in June 2020.

Our success formula blends flexible dynamic work spaces and studios, product design workshops, media facilities, innovation programmes, start-up accelerators, access to growth services including marketing, mentors and funding, training seminars and managed collaboration opportunities.

We also offer a wealth of benefits to help support positivity, productivity and resilience including balanced food and nutrition options, cycle hire, health and wellness classes and access to inspiring outdoor spaces.

From corporations seeking product innovation services and new dynamic work spaces, to SME businesses needing to find a place to thrive and freelancers wanting to find ways to collaborate and grow, Plus X architecture has flexibility within its core.

Plus X is the formula for business and social success.

### **In Brief:**

Location: Brighton

Reporting to: Location Manager

Hours: Standard office hours with occasional but expected event attendance, with the option to be flexible for the right candidate

Wage: Brighton Living Wage

### **The Role**

We are looking for a Front of House Assistant to join our Plus X Brighton team on a part time basis. This is a fantastic opportunity to join an exciting and high performing team at the beginning of our growth journey and become an influential part of our future plans.

As a member of the Front of House team, you will be responsible for curating a new member ecosystem` at Plus X Brighton. You will be committed to filling our space full of innovative and ambitious businesses, start-ups, scale ups and freelancers and will work alongside the Plus X team to ensure smooth running of the operations.

Your role will also include helping to foster collaboration and connection, membership management and being the first point of contact for all members.

### **Your experience and expertise**

We are seeking an ambitious and driven college or University graduate with a passion for customer service, interest in innovation and start-up culture, sales acumen and someone with digital skills. You will have a can-do attitude, attention to detail and some experience working in a customer service environment.

### **Our ideal candidate will:**

- + Be driven to helping make Plus X the best work space in Brighton
- + Pride themselves on their high level of customer service
- + Be extremely organised and proactive
- + Demonstrate strong verbal and written communication skills
- + Be sociable, confident and have a positive mindset
- + Show themselves to be a team player
- + Enjoy an energetic and fast paced environment
- + Offer some sales, promotional and events experience
- + Have digital skills

Your responsibilities will include:

- + Fostering the community by taking care to understand how you can help each individual member be more productive and positive at work then providing them with the tools we have at Plus X for them to be able to do that
- + Introducing each new member to 3 people in the space that they will be able to benefit from knowing within their first 6 weeks, helping them to create meaningful connections
- + Engaging with members and guests to make sure they are satisfied with all services
- + Being first point of contact, greeting and welcoming all visitors and members to Plus X Brighton
- + Managing incoming leads and memberships
- + Conducting tours
- + Assisting in booking meeting rooms for members and non-members, as well as managing meeting room usage and set up
- + Providing support for events, under the guidance of the Marketing and Events Coordinator
- + Operational duties, ensuring the building remains in the best possible standard. Ensuring space is kept clean, tidy and all refreshments are fully stocked at all times (note: cleaning provided by the external provider)
- + Managing all queries from members and visitors (printing, refreshments etc)
- + Being a fire marshal (training will be provided)
- + Dealing with any arising issues quickly and professionally, under the guidance from Location Manager

[www.plusx.space](http://www.plusx.space)

**Job Type:** Part-time