



FRONT OF HOUSE - WORKSPACE HOST

@ City Gateway, Bradford
Information Pack

WWW.HOPEPARKWORKSPACES.CO.UK

people@hopepark.co.uk
01274 288892

ABOUT US

Hope Park Workspaces is a leading provider of grade A-serviced office workspaces. A trusted brand, with an operating model which is popular and showing very high levels of customer retention. Starting with our City Gateway, Bradford site in 2007, we now have 4 Hope Park serviced office locations: City Gateway (Bradford), Rooley Lane (Bradford), Quays Reach (Salford) and Jubilee House (Bradford).

We're a growing business, established to provide financial support for Transforming Lives for Good (TLG).

TLG is a national charity that exists to support struggling children and young people through the local church, providing them with hope and a future.

Hope Park exists to support the vision of TLG, with all the profit invested into transforming the lives of struggling children across the UK.

Hope Park Workspaces are always looking at ways of expanding and we are looking for those excited to make an impact on this bigger picture and those who are full of vision as we continue developing our workspaces.



OUR CORE VALUES

INTEGRITY

Honesty is our policy, in everything we do.

INNOVATION

We keep things fresh, inspiring your best work.

COMMITMENT

Your success is our mission.

QUALITY

We put excellence at the centre of all we do.

JOB DESCRIPTION

FRONT OF HOUSE - WORKSPACE HOST

Location: City Gateway, Bradford
(travel to other Hope Park Workspaces sites & events)

Salary: £12.71 per hour

Hours: Monday to Friday 8.30am to 5:00pm
(including ½ hour unpaid lunch break)

Annual Leave: 28 days per annum plus Birthday Day

Working Arrangements: Onsite
Due to the nature of the role, hybrid working is not available.

Reporting to: Workspace Communities Lead

ROLE PURPOSE

Provide a very warm and professional welcome for all tenants, visitors and staff.
Ensuring the smooth day-to-day running of the workspace and supporting excellent customer service across the building.

Find out more about Hope Park Workspaces at City Gateway, Bradford
www.hopepark.co.uk/workspace-location/city-gateway-bradford/

MAIN RESPONSIBILITIES

CUSTOMER SERVICE AND CLIENT REQUESTS

- Provide a warm, professional welcome to all visitors and clients
- Act as the main point of contact for tenant and visitor enquiries
- Answer calls promptly and professionally
- Build strong relationships to support client satisfaction and retention
- Deliver high-quality front-of-house service at all times

BUSINESS SUPPORT

- Support promotion of meeting rooms and workspace services
- Assist with client tours and contribute to sales activity

WORKSPACES OPERATIONS

- Maintain high presentation standards across reception, meeting rooms, and communal areas
- Set up meeting rooms and ensure they are fully stocked and ready for use
- Open and close the centre in line with procedures
- Ensure reception and shared spaces remain clean, organised, and professional

FACILITIES & COMPLIANCE

- Report maintenance and IT issues, and ensure swift resolution
- Support health & safety procedures, including incident reporting
- Assist with fire safety and emergency procedures
- Act as Hope Park's onsite fire marshal
- Act as Hope Park's onsite 'appointed person' for first aid and complete monthly first aid box checks.

ADMINISTRATION

- Manage meeting room bookings and client requests
- Handle incoming and outgoing post and deliveries
- Maintain accurate client records and internal systems
- Support tenant onboarding and offboarding processes
- Assist with general administrative tasks and reporting

OTHER

- Attend and contribute to team meetings.
- Demonstrate a commitment to training and development requirements.
- Assist at any special ad-hoc functions, some of which may occur outside working hours (toil and travel allowances will be paid).
- As part of Hope Park Workspaces strategy to replicate its office provision, be flexible and work at another Hope Park site on the occasion where other colleagues are absent.

WHAT SUCCESS LOOKS LIKE

Tenants and visitors receive a consistently welcoming and professional experience.

The front-of-house operation runs smoothly and efficiently on a daily basis.

Queries and issues are responded to promptly and effectively.

The workspace is consistently well-presented, organised, and compliant.

Strong and positive relationships are developed with tenants and colleagues.

APPLICATION PROCESS

We are accepting CVs for this role, but we also ask that you provide a cover sheet to clearly specify how you meet the person specification and main responsibilities.

Page 7 of this information pack contains the applicant's important information, which we encourage you to read before applying for the role.

Please drop us an email at people@hopepark.co.uk or call 01274 288892 if you would like to find out more about what it is like to work for us or if you have any questions before applying.

Closing date: Tuesday 11th August 2026

Online interviews will take place as applicants apply

In-person Interviews will take place on Thursday 13th August 2026 at City Gateway, Trevor Foster Way, Bradford, West Yorkshire, BD5 8HH

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Grades	Achieved good grades at GCSE in a range of subjects, including Maths and English	Relevant administration / business qualifications to A-level standard or equivalent
Skills and knowledge	- Relevant administrative and organisational skills. - Working knowledge of Microsoft applications (Outlook emails, Word, Excel) - Excellent social and communication skills to engage individuals and ensure co-operation to achieve the best possible outcomes - Ability to bring coordination to a project / the role - Ability to communicate and manage stakeholder relationships - Ability to work with accuracy and attention to detail - Self-motivated with a proactive 'can do' approach, able to work on own initiative - Able to multitask & work unsupervised - Proactive approach to problem-solving and the ability to take initiative / make decisions in pressured situations - Excellent organisational and prioritisation skills. - Ability to lead on own personal development.	- Microsoft SharePoint, OneDrive, Forms and Teams, - PowerPoint, - Canva or similar - CRM systems and logging information accurately - Fire safety - Health and safety regulations
Experience	- Experience in an administrative or other relevant role. or - Experience in a customer service environment, particularly receptionist/front-of-house or hospitality or face-to-face customer relations	- Basic property maintenance - Facilities and buildings compliance - Health and safety risk assessments
Additional	- Provide 2 referees - Provide evidence of suitability to work in the UK and appropriate qualifications - Live within a reasonable travelling distance - Willingness to uphold Hope Park Workspaces four core values; Integrity, Quality, Commitment and Innovation - On occasion travel to other Hope Park Workspaces	Driving license and car

APPLICANT IMPORTANT INFORMATION

Your CV and Cover letter

You are advised to submit your CV and cover letter as soon as possible to have the best chance of being considered. We reserve the right to close the post before the stated closing date if we have a high response rate.

You should note that applications received after the closing date, unfortunately, will not be considered.

References

You are asked to provide 2 references when you submit your CV and cover letter. We accept 1 from a previous employer and 1 from a personal reference OR 2 from previous employers.

Right to Work in the UK

We are unable to consider applicants who do not have permission presently to work in the UK. We cannot support visa sponsorship at this time.

Applicant Selection

We welcome applications from applicants from all diverse backgrounds to enable us to better reflect the needs of the clients we serve.

Reasonable Adjustments and Removing Barriers

If you require any reasonable adjustments or additional support during the recruitment and selection process, please let us know. We are committed to removing barriers for applicants and upon appointment as an employee.

Rehabilitation of Offenders Act 1974

We welcome applications from any individual who may have a criminal record. Each application will be considered on its own merit. Before the interview date, please contact us if you:
have any unspent conditional cautions under the Rehabilitation of Offenders Act 1974;
or

have any adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020).

You will be asked to provide the date(s), offence(s) and sentence(s) imposed

Working Conditions

Customer faced work in open planned office setting with minimal exposure to health or safety hazards. Substantial time is spent working on a computer; manual handling and physical effort is required, including the handling of average-weight objects up to 10 pounds and some standing, walking, sitting, reaching, talking, hearing, grasping, lifting, etc. Environment can be demanding and fast paced.

Role Training

Training will be provided for the role as applicable.

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HOPE PARK

BENEFITS

- 5% Company pension
- Employee Assistance Programme
- Mental health wellbeing day each year
- Annual birthday leave day



ALSO AVAILABLE

Free onsite parking
Discounted gym membership
Onsite Café



LOCATION

Hope Park Workspaces City Gateway is located just two miles south of Bradford City Centre, off the A6177 (Rooley Lane/Mayo Avenue corridor). Positioned directly adjacent to the M606 motorway link, it provides seamless 5-minute access to the M62 and the wider regional motorway network.



LOCAL AREA

- Bus Stops (0.2m): 4 min walk
- Morrisons Supermarket & Cafe (0.4m): 8 min walk / 2 min drive
- Cedar Court Hotel & Gym 2 min walk
- The Broadway Shopping Centre (2.0m): 45 min walk / 8 min drive
- Salts Mill & David Hockney Gallery (4.5m): 16 min drive
- The Brontë Parsonage Museum (9.5m): 28 min drive



Business is more than just number crunching. It's about doing something significant, something that matters and something that leaves a mark on the world.

That's why Hope Park operates as a social enterprise. Every pound of profit is sown into the futures of struggling children across the UK.

ALL PROFIT goes back into investing in the future of struggling children across the UK. We're not looking to cram our own pockets but sow deep into young lives.

Being on our team means you get to be part of something amazing which is more than just a job.

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