HOPE PARK
WORKSPACES

FRONT OF HOUSE - WORKSPACES ADMINISTRATOR

@ Salford Quays Reach

Information Pack

WWW.HOPEPARK.CO.UK

info@hopepark.co.uk
0161 553 0304

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 2011, we now have 4 Hope Park serviced office locations: City Gateway (Bradford), Rooley Lane (Bradford), Jubilee House (Bradford) and Quays Reach (Salford).

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 - WORKSPACES ADMINISTRATOR

Location: Salford Quays
(Occasional travel to other Hope Park Workspaces sites & events)

Salary: £13.21 per hour

Hours: Part-time
Monday - Friday 8.30am to 1.00pm (no break)

Annual Leave (inc. Bank Holidays):
Part-time 126 hours plus Birthday day

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

Reporting to: Multi-Site Operations Manager

JOB PURPOSE

Provide a very warm welcome to all clients, visitors and staff.

Act as a central point of contact for tenants and colleagues, providing effective day-to-day support.

Provide administrative and operational support to the Sales Manager, including sales administration, maintaining accurate property listings and updating external broker and marketing platforms.

Support the promotion and utilisation of meeting rooms and workspace facilities.

Assist with the management and administration of car parking facilities.

Maintain a professional and respectable appearance and approach at all times.

Undertake other duties and provide support across other Hope Park Workspaces sites as required.

Find out more about Hope Park Workspaces at Salford Quays
https://hopepark.co.uk/workspace-location/quays-reach-offices-salford/

HOPE PARK
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MAIN RESPONSIBILITIES

CUSTOMER SERVICE AND CLIENT REQUESTS

- Provide an outstanding first impression and warm welcome to tenants, visitors, colleagues and other guests, personalising greetings and creating a professional atmosphere.
- Maintain high standards of customer service and service delivery.
- Provide business support and assistance to clients, responding to requests and needs in a timely and helpful manner.
- Handle incoming calls professionally and communicate clearly to resolve or progress enquiries.
- Build positive, productive relationships with Hope Park colleagues, facilities managers, clients and their employees, visitors, contractors, sales agents and brokers.
- Complete daily, weekly and monthly opening and closing quality checks.

MEETING ROOMS & HOSPITALITY

- Coordinate meeting room facilities and bookings, including promoting meeting spaces, managing booking relationships, hosting clients and arranging invoicing information.
- Coordinate networking events, including attendee lists, creating events on Eventbrite, inviting people, planning event logistics and hosting tenants and non-tenants.
- Support the promotion of meeting rooms and other workspace facilities to tenants and external customers.
- Order and restock Hope Park tenant kitchens.

FACILITIES & HOSPITALITY & TENANT SUPPORT

- Work with the Operations Manager to organise maintenance jobs and the maintenance calendar, prioritising work and keeping relevant records, spreadsheets and CRM information up to date.
- Assist with the coordination of external contractors and facilities maintenance.
- Be proactive in reporting health and safety concerns and general maintenance issues, and support the organisation of planned preventative maintenance (PPM) folders.
- Coordinate tenant onboarding and help ensure requirements are organised ahead of move-in so that the move-in day runs smoothly.
- Help maintain the general upkeep and appearance of the business centre in line with Hope Park service, compliance and health and safety standards.
- Ensure tenant kitchenettes, bathrooms and communal areas are appropriately stocked, clean and tidy.
- Opening the main building entrance at the start of each day.

COMPLIANCE AND HEALTH & SAFETY

- Comply with internal company policies, procedures and codes, together with relevant statutory requirements relating to health and safety, safe working practices, hygiene, cleanliness, fire safety, COSHH, CCTV, GDPR and confidentiality.
- Remain alert to potential slips, trips and falls, identify hazards and incidents, and report issues promptly to the appropriate Hope Park colleague.
- Understand the fire evacuation process and undertake the onsite fire marshal responsibilities assigned to the role.
- Act as Hope Park's onsite appointed person for first aid, where trained and designated, and ensure first aid boxes and equipment are replenished regularly.
- Report incidents involving accident, fire, theft, loss, damage, unfit food or other irregularities immediately to the Operations Manager, taking appropriate action within the role and training.

MAIN RESPONSIBILITIES CONTINUED

CAR PARK MANAGEMENT

- Manage the day-to-day administration of the car park and respond to tenant, visitor and colleague parking enquiries.
- Maintain accurate records of allocated parking spaces, tenant permissions and visitor parking arrangements.
- Coordinate parking allocations for new tenants, existing clients, visitors and contractors, keeping records and relevant systems updated.
- Monitor car park usage, identify allocation issues or unauthorised parking, and report concerns to the Operations Manager for follow-up.
- Liaise professionally with tenants and colleagues to resolve routine parking queries and communicate parking procedures or changes.
- Support clear and consistent communication about parking arrangements and expectations.

CLIENT AND CENTRAL WORKSPACES ADMINISTRATION

- Efficiently cover the front of house desk and the daily use of the building, giving a clear and thorough handover to capture client and centre daily movements to the team.
- Update and maintain documents relating to clients, IT, facilities, internal SQ working documents and apps, statutory compliance, health and safety policies and risk assessments, Workspaces central documentation, SharePoint files, and CRM systems.
- Promptly take action and offer solutions regarding housekeeping, IT and maintenance requests and issues.
- Ensure incoming post and parcels are sorted promptly and accurately, informing clients of post arrivals, and organise outgoing posts and parcels ready for pickup and identifiable for couriers.
- Assist the managing director with specific client projects, such as feedback from tenant surveys, etc.
- Maintain and tidy systems of filing and recordkeeping.

SALES AND BROKER ADMINISTRATION

- Provide administrative support to the Sales Head Of Sales, assisting with the day-to-day sales administration and coordination of workspace enquiries.
- Maintain and regularly update all external commercial property portals and broker websites, ensuring workspace availability, descriptions, photographs, pricing and other relevant information are accurate and up to date.
- Upload new office availability and amend or remove listings as spaces become available or are let.
- Assist with maintaining accurate sales records, enquiry logs and CRM information, ensuring all relevant details are recorded and updated promptly.
- Support the Head Of Sales with preparing sales information, property particulars, availability schedules and other marketing materials.
- Monitor incoming enquiries from brokers and external platforms, ensuring these are recorded and passed to the appropriate person for follow-up.
- Maintain positive working relationships with external agents, brokers and prospective clients, providing timely and professional communication.
- Assist with the coordination of viewings and ensure workspace availability and viewing information is accurate.

OTHER RESPONSIBILITIES

- Attend and contribute to team meetings.
- Demonstrate commitment to training and development requirements.
- Assist at special or ad-hoc functions, some of which may take place outside normal working hours (time off in lieu and travel allowances will be paid where applicable).
- Be flexible and, on occasion, work at another Hope Park site when colleagues are absent, in support of Hope Park Workspaces' wider operating strategy.

WHAT SUCCESS LOOKS LIKE

The Workspace Host will help ensure that Salford Quays Reach is welcoming, well organised and professionally run, while providing dependable administrative support to the wider commercial operation.

Tenants, visitors and prospective clients receive a consistently warm and professional welcome.

The front-of-house operation runs smoothly, with clear communication and effective handovers.

Client requests, facilities issues and enquiries are responded to promptly and progressed appropriately.

Workspace and broker listings are accurate and kept up to date as availability changes.
The Sales Manager receives reliable, timely support with sales administration, enquiries and viewings.

Car park allocations and records are accurate, and parking queries are handled professionally.

Meeting rooms and events are well coordinated and promoted effectively.

The workspace is consistently well presented, organised and compliant.

Positive working relationships are developed with tenants, colleagues, agents, brokers and prospective clients.

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: Monday 16th November 2026

Online interviews will take place as applicants apply

In-person Interviews will take place Thursday 19th November 2026 at Salford Quays, 16 Carolina Way, Salford, M50 2ZY

Find out more about Hope Park Workspaces at Salford Quays
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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. • Highly Proficient in 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.	• Social media or marketing experience • 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

If you are successful in the recruitment process, we will require details of two referees before confirming your appointment.
We accept one reference from a previous employer and one personal reference, or two references from previous employers.

Right to Work in the UK

e 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-facing work in an open-plan office setting with minimal exposure to health or safety hazards. Substantial time is spent working on a computer. Manual handling of items up to 16kg (subject to a formal risk assessment in accordance with TILE guidelines). Duties also include routine standing, walking, sitting, reaching, talking, hearing, grasping and lifting. Environment: All work is conducted within a managed, health-and-safety-compliant environment. The pace can be demanding and fast-paced.

Role Training

Training will be provided for the role as applicable.

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HOPEPARK

BENEFITS

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





ALSO AVAILABLE

Free onsite parking
Free access to gym onsite
Onsite Café

LOCATION

Hope Park Workspaces Salford is located just off South Langworthy Road in Salford Quays, 1 ½ miles to the west of Manchester City.

The building benefits from being close to Langworthy Metrolink Station and a short stroll away from all the amenities in MediaCityUK.

The M602 motorway in less than 5 minutes' drive away, linking the building to the M60 and the rest of the regional motorway network.



LOCAL AREA

- Langworthy Tram stop (0.2m) 3 min walk
- Broadway Tram stop (0.3m) 5 min walk
- Co-op Store (0.5m) 10 min walk / 3 min drive
- BBC/ ITV MediaCityUK (0.6m) 11 min walk / 4 min drive
- The Lowry (0.8m) 15 min walk / 5 min drive
- Manchester United Stadium (1.9m) 39 min walk / 9 min drive

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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 in partnership with the National Charity, Transforming Lives for Good (TLG).

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

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