HOPE PARK
WORKSPACES

FRONT OF HOUSE - WORKSPACE ASSISTANT

@ Jubilee House
Information Pack

WWW.HOPEPARK.CO.UK

info@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 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 - WORKSPACE ASSISTANT

Location: Jubilee House, Bradford City Centre
(travel to other Hope Park Workspaces sites as required)

Salary: £12.71 per hour

Hours: Monday to Friday 8:30am - 5:00pm (including ½ hour unpaid lunch)

Annual Leave (inc. bank holiday): 28 days per annum 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

This entry level opportunity will suit an organised, people-focused individual looking to build a career in the commercial workspace industry, offering hands-on experience in customer service, facilities and workplace operations.

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.

Covering our front-of-house reception desks when required.

Supporting the continued growth and development of Hope Park Workspaces.

Find out more about Hope Park Workspaces.
https://hopepark.co.uk

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

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, kitchenettes, bathrooms and and shared spaces remain clean, organised, and professional

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 the Multi-Site Operations Manager and Head of Sales with general administrative tasks and reporting

BUSINESS SUPPORT

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

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.

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

The Operations Manager will provide the postholder direction and oversight in relation to front-of-house, customer experience and operational standards.

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 reported to the management team and 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 letter 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 on 19th November 2026.

In-person Interviews will take place in person on Tuesday 24th November 2026 at Jubilee House, 1 Filey Street, Bradford. BD1 5LQ

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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	• Good administrative and organisational skills. • Proficient in Microsoft applications (Outlook emails, Word, Excel) • Good social and communication skills to engage individuals and ensure co-operation to achieve the best possible outcomes • 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 • Proactive approach to problem-solving and the ability to take initiative / make decisions in pressured situations • Ability to lead on own personal development.	• SharePoint and OneDrive • CRM systems and logging information accurately • Ability to bring coordination to a project / the role • Able to multitask & work unsupervised • Health and safety awareness
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	
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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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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