

HOUSE ASSISTANT - FULL TIME

Future Dreams House is a dedicated breast cancer support centre based in Kings Cross, London providing a wide range of in-person and virtual support for those diagnosed with breast cancer. The role is split between House Management and Front of House and will involve physically demanding tasks such as lifting, setting up rooms and frequent trips up and down stairs.

Key Responsibilities:

House Management

- Opening / closing the House and undertaking daily security and maintenance walk throughs.
- Having a working knowledge of the property systems and procedures in the absence of the House Manager.
- Replenishing supplies in the common areas, kitchens, toilet facilities and therapy rooms throughout the day and monitoring and ordering stock as required.
- Running errands to pick up flowers or house supplies as required.
- Tidying all areas of the House including stacking/running/emptying dishwashers and watering plants to ensure 5* standards are met.
- Collecting, washing and drying towels and linen from the therapy rooms.
- Setting up and clearing away food and beverages when required for workshops and events.
- Setting up all studios and therapy rooms for the day i.e. setting out chairs, AV equipment, yoga mats etc and troubleshooting set up issues with therapists / teachers.

Front of House

- Meeting and greeting all visitors in a courteous and professional manner and maintaining an accurate log of their visit before offering refreshments and House Tours where necessary.
- Dealing with telephone enquiries with professionalism and compassion and helping them book on to workshops or directing them to the appropriate team member.
- Troubleshooting any visitor issues with professionalism and signposting them to the appropriate person
- Undertaking administrative duties including booking meeting and therapy rooms, updating the booking database, opening the post and responding swiftly and politely to email enquiries.
- Managing incoming/outgoing post including daily trips to the post office, unpacking, lifting and storing deliveries, flat packing boxes, recycling, packaging and labelling outgoing post.
- Sending out leaflets and checklists
- Ordering bras and processing payments for the bra lounge, therapists and products on square readers.

OTHER RESPONSIBILITIES

- Able to demonstrate the Charity's behaviours: Empathic, Inclusive, Collaborative, Honest and Adaptable
- Excellent communication and interpersonal skills
- Passionate about creating a first-class Visitor Experience
- Proficient in Outlook, Microsoft word/excel and able to navigate an online booking platform.
- Flexible and proactive
- Strong team player with experience of working in a fast paced environment in hyper growth.

ROLE DETAILS

Permanent Role:

Full Time. 8.30am to 5.30pm. Monday to Friday. Flexibility is required around the needs of the House. Please note you will occasionally be asked to cover evening workshops and work on a weekend, with time taken off in lieu.

Location:

Future Dreams House, Kings Cross

Salary:

£26,000 per annum

Reporting to:

Cass Cochrane (House Manager)

WHO ARE WE LOOKING FOR?

- Able to demonstrate the Charity's behaviours: Empathic, Inclusive, Collaborative, Honest and Adaptable
- Passionate about customer service
- Passionate about creating a first class Visitor Experience
- Flexible
- Proactive

Future Dreams cares about diversity in the workplace and we actively encourage applications from all communities to ensure our culture is inclusive and representative of all visitors.

HOW TO APPLY

Application is by way of CV and Supporting Statement (one A4 page) to info@futuredreams.org.uk

Closing Date:

26 April 2024

