



We are hiring at Tara!

We're looking for a warm, enthusiastic, and organised **Front of House Administrator** to be the welcoming face of The Tara Building. As the first point of contact, you'll be crucial in creating a positive and inclusive atmosphere, managing the day-to-day running of front of house, and providing exceptional customer service while fostering community and strong relationships.

The ideal candidate has excellent communication skills, a genuine passion for helping others, and the ability to multitask in a dynamic, creative environment.

Working with: The General Manager, Community Lead, Caretaker, Owner, Tara Members, external clients, the public, freelance collaborators, contractors, suppliers, accounts, cleaners

Location: The Tara Building, 11-15 Tara Street, Dublin D02RY83

Days: Typically Monday – Thursday, 8.30am – 4.30pm. Some flexibility required for morning/evening events (by prior agreement), compensated by time in lieu.

Salary: €14-15.50 per hour, depending on the strength & experience of candidate, + bonus + benefits

Job Type: Part-time contract. Probation period of 6 months

The Tara Building – Who We Are

The Tara Building is an independently owned, community-led workspace in the heart of Dublin city centre. We offer coworking, private offices, meeting rooms, best-in-class member engagement, and a beautiful rooftop garden – but most importantly, we are home to a community of curious, ambitious people. Our creative workspaces give people the space to create, collaborate and grow.

We are a tiny, close-knit team with big ambitions. Our values — Community, Creativity, Sustainability, Inclusivity, and Enterprise — guide everything we do, driving us to make a positive impact on people, society, and the planet.

Role & Responsibilities

Member & Customer Experience

- Take ownership of the front of house experience, nurturing relationships with members and customers, ensuring an exceptional customer service experience for all
- Monitor incoming all post, phone calls and emails
- Answer external enquiries relating to coworking, meeting rooms, and private offices
- Arrange building tours for potential new members
- Be the point of contact for member queries and issues
- Ensure the reception and kitchen areas are kept clean and presentable
- Manage meeting room bookings and prepare the rooms

Office Administration

- Keep tracker lists up-to-date for new members, cancellations, office enquiries etc.
- Set up all new members and clients on our workspace software 'Nexodus'
- Manage invoicing and refunds for offices, teams, and meeting rooms
- Oversee our workspace softwares (e.g. Nexodus, Kisi, PaperCut) to ensure they're working effectively with minimal issues for members, troubleshooting and resolving any issues
- Assist with facilities & office maintenance, liaising with other Tara team members as needed
- Active participant in Tara team meetings, contributing with updates, updates and insights
- Manage the storing and removal of member or customer data in line with GDPR
- Assist with office administration for other business ventures as required

Marketing Support

- Support the curation, promotion and organisation of member events
- Assist with curating and posting social media content, and replying to DMs & comments
- Assist with other marketing communications such as email marketing, designing presentations and posters, website updates etc.
- Actively seek out Google Reviews to improve our rating
- Assist with driving and implementing initiatives to reduce environmental impact & promote sustainable practices.

Other ad hoc duties as required.

Skills & Experience

- A passion for people, culture and creative spaces is essential
- Prior front of house, reception, customer service, or hospitality experience
- Highly organised with strong attention to detail
- Proven time management skills
- Excellent communication & interpersonal skills
- Good at problem solving
- Strong IT skills

Personal Characteristics

- Sociable, caring, humble yet confident, open and honest.
- Confident in questioning the way things are done in a constructive manner, and course-correcting based on feedback.
- Flexible and adaptable.
- Positive, “can do” attitude.
- A self-starter; confident in working independently, using your initiative & making decisions
- A good team member; not afraid to “roll up your sleeves” to make things happen.

Tara Benefits - Our Commitment to You

- Prorated 26 days annual leave plus public holidays and Good Friday
- 1 day of paid leave for volunteering activity
- Up to 10 days prorated sick pay on probation completion
- Compassionate leave
- Bonus scheme
- Company pension scheme
- Cycle to Work scheme
- Access to our Employee Assistance Programme
- Team building activities and social events
- Free access to all Tara events and classes
- Continual professional development
- The chance to make a difference and work somewhere that really cares

How to Apply

If you believe you're the right fit for The Tara Building and this role, please send your **CV and a cover letter to hr@thetarabuilding.com**, explaining why you're interested in applying.

The application **deadline is 4th September 2024**.

The interview process will include a quick mental agility test, a McQuaig personality test, and a practical task to help us get to know you better.

We look forward to hearing from you!

The Tara Building is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.