



## We are hiring at Tara!

We are looking for a warm, effective, and creative personality to join our team at The Tara Building as **Front of House Manager**.

You'll manage the day-to-day running of front of house, ensuring an amazing customer service experience for all. You'll ensure members' practical needs are met while also driving a positive and welcoming culture; nurturing the community, and building strong relationships with internal and external stakeholders.

This is an exciting opportunity to learn and grow within coworking, office management, event planning and the community engagement. You'll benefit from personal development, training support and potential career progression opportunities within the company.

So if you love working with people, communicating with clarity and respect, and using your own initiative to drive creative ideas and projects forward successfully, we'd love to hear from you.

**Working with:** General Manager, Caretaker, Owner, Tara Members, external clients, public, creative partners and freelance collaborators, suppliers, accounts

**Days:** Monday – Friday, 8.30am – 4.30pm. Should events require evening/weekend work (by prior agreement), time can be claimed back through time in lieu

**Salary:** €32-€37k based on strength and experience of candidate, + bonus + benefits

**Job Type:** Permanent full-time contract. Probation period of 6 months

### The Tara Building – Who We Are

The Tara Building is a creative community in Dublin city centre. We offer creative workspaces for people to create, collaborate and grow. Our building houses coworking, serviced offices, meeting

rooms, event spaces, and a beautiful roof garden – but most importantly, we are home to a community of curious, creative, and passionate people.

We believe in the power of creativity and community to make a positive impact for people, society, and the planet. Our new Front of House Manager will be committed to these causes, as well as our reignited focus on customer satisfaction and member events.

### **Your Role & Responsibilities**

#### **Member & Customer Experience**

- Take ownership and lead the front of house experience, nurturing relationships with members and customers, ensuring an amazing 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 and conduct tours for potential new members
- Be the point of contact for all member queries and issues
- Manage meeting room bookings and prepare the rooms
- Keep tracker lists up-to-date for new members, cancellations, office enquiries etc.

#### **Managing our Workspace Softwares**

- Setting all new members and clients up on our workspace software 'Nexodus'
- Manage invoicing and refunds for offices, teams, and meeting rooms
- Troubleshooting & resolving any issues with Nexodus or our other softwares

#### **Marketing Support**

- Support the curation, promotion and organisation of member events
- Assist with capturing and posting of social media content, and replying to messages
- Manage all communication to members, including writing our weekly member newsletter

Other ad hoc duties as required.

### **Skills & Experience**

- 3+ years of front of house, office management and/or administrative experience
- A passion for people, culture and creative space is essential.
- Highly organised with strong attention to detail

- Proven time management skills - prioritising & managing multiple projects at one time
- Excellent communication & interpersonal skills
- Good at problem solving, troubleshooting issues and identifying solutions to improve member and customer experiences
- Strong IT skills

### **Personal Characteristics**

- You're sociable, caring and naturally curious about people. Humble yet confident, open and honest.
- You're adept at reading people and flexing around different personalities and needs.
- You're a high performer with the energy and enthusiasm to deliver in the role.
- You'll be confident in questioning the way things are done in a constructive manner, and course correcting based on feedback.
- You're flexible and adaptable, and are open to change.
- You have a positive, "can do" attitude.
- You're a self-starter who's confident in working independently, using your initiative and making decisions.
- Equally a good team member. Helping, contributing and not afraid to "roll up your sleeves" to make things happen.

### **Tara Benefits - Our Commitment to You**

- Some flexibility with working hours
- 26 days annual leave plus public holidays and Good Friday
- 1 day of paid leave for volunteering activity
- Up to 10 days paid 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 and career coaching
- The chance to make a difference and work somewhere that really cares

### **How to Apply**

Please send your C.V. and a cover letter explaining why you feel like you're a good fit for The Tara Building to **hr@thetarabuilding.com**. We are open to creative ways to show us that you are the right fit! Applications will close on August 23<sup>rd</sup> 2023.

To help us get to know you better, the interview process will include a quick mental agility test, a McQuaig personality test as well as a practical task.

We can't wait to hear from you!