

Job advert – Receptionist (Fulltime/Part time)

We have an exciting opportunity that offers plenty of scope to develop a successful career in hospitality within **Nottingham Venues**.

Castle Meadow Central has recently joined the Nottingham Venues portfolio, and we are looking to build a new team to help us shape its future.

Located close to Nottingham City Centre, Castle Meadow Central sits within a dynamic hub for innovation and entrepreneurship and will feature a Food and Beverage outlets and conference and events space.

Main purpose of the role:

To deliver exceptional, first-class service to both internal and external guests, consistently upholding our company's high standards. You will be the friendly face managing the welcome point and its surrounding areas, ensuring everything runs smoothly and guests feel valued from the moment they arrive. You'll also play a key role in maintaining a safe environment by adhering to all Health and Safety regulations.

As the first point of contact, you'll manage the switchboard efficiently answering calls promptly and directing them professionally. You'll handle visitor greetings, sign-ins, and issue visitor badges while maintaining a warm, helpful presence.

Your role includes managing mail and deliveries according to standard procedures, keeping the reception area clean and organized, and ensuring office supplies are stocked and ordered as needed.

You'll provide guests and colleagues with accurate information about venue services, promotions, and office hours, while also supporting internal departments like IT when technical help is needed.

Additional duties include scheduling meetings, arranging catering, using the PA system for announcements, and maintaining front door security by monitoring and reporting any suspicious activity.

You'll also contribute to minor sales and marketing efforts, assist clients with orders, and support general administrative tasks to help the business run smoothly.

Given the dynamic nature of the hospitality industry, flexibility is important—you may occasionally be required to work weekends, public holidays, or outside regular hours, with reasonable notice provided whenever possible.

The ideal candidate:

You're a friendly, professional communicator who loves being the welcoming face of a business. Quick on the phone and organized in person, you handle multiple tasks with ease—from answering calls and greeting visitors to managing mail and office supplies.

You're attentive to detail, reliable, and proactive in spotting opportunities to assist guests and colleagues. You have a good grasp of office operations and enjoy helping others by providing clear information and smooth coordination.

Comfortable working both independently and as part of a team, you maintain a positive attitude even during busy periods and understand the importance of security and confidentiality.

Previous experience in reception, customer service, or office administration is a plus, but a helpful attitude and willingness to learn are what really set you apart.

Benefits:

As a talented member of our fantastic team, you will be rewarded with:

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day's holiday for each years' service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of a contributory Pension scheme
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualification
- Discounts available for both yourself and friends and family in our hotels and restaurant
- Discounted membership at the University sports facilities
- Nottingham Venues discount platforms
- Employee recognition schemes including long service awards and monthly "Top of the tree" event
- Opportunity to earn additional payment by being a member of various employee committees
- Employee wellbeing support
- Full uniform provided
- £250 recommend a friend incentive

In May 2018 the data laws changed for the better. This means you have better control of your own data and how it's used. We want to reassure you that we treat your details carefully and your data with the utmost respect. So we've updated our Privacy Policy to reflect how we collect, protect and handle your personal information.