

THE SWEET FACTORY

8 BROADSTONE PLACE, MARYLEBONE, LONDON

Host and Office Manager

Location: The Sweet Factory, Marylebone

Hours: 7:30am - 3:30pm, Monday to Friday

Salary: £27,000 per annum + company-wide bonus eligibility

Benefits: Private medical insurance, unlimited holiday, and all the Candy Kittens you can eat 🍬🍬

About The Sweet Factory

Welcome to **The Sweet Factory**, home to **Candy Kittens**, **Jampot Productions**, **Tuckshop** and **Genius** - where work feels less like work.

We're looking for a **Host and Office Manager** to be the face of The Sweet Factory - someone who brings warmth, professionalism, and sparkle to our front desk every single day. You'll be **based at reception**, running the space with care, confidence, and a strong sense of pride.

Front of House

Reception is your home base - you'll be the first point of contact for everyone who enters The Sweet Factory. From guests to deliveries, you'll ensure each experience feels effortless and welcoming.

- Greet and host guests with genuine hospitality - teas, coffees, and Candy Kittens always included.
- Manage reception throughout the day, keeping it organised, calm, and beautifully presented.
- Manage meeting room bookings, ensuring every space looks its best before and after use.
- Oversee incoming and outgoing deliveries, post, and parcels.
- Coordinate weekly team lunches and breakfasts - setting up the space and creating an inviting experience everyone looks forward to.
- Anticipate needs before they arise - whether that's fresh flowers, a tidy table, or a friendly check-in.
- Maintain a positive, professional, and approachable presence on reception at all times.

THE HOME OF

CANDY KITTENS

tuckshop

JAMPOT PRODUCTIONS

Genius

Office Management

You'll be responsible for the smooth running of The Sweet Factory - keeping it clutter-free, organised, and inspiring for everyone who works or visits here.

- Keep the office spotless, stocked, and on brand - no detail too small, no shelf too messy.
- Maintain organised storage areas throughout the building - keeping supplies, samples, props, and products clearly labelled, tidy, and easy to access.
- Regularly review storage to declutter and optimise space, creating order and calm.
- Manage office supplies, snacks, and refreshments - ensuring everything is topped up, beautifully displayed, and ready for use.
- Liaise with suppliers, maintenance teams, and service providers to keep everything running smoothly.
- Support with onboarding new starters, arranging welcome packs, and making sure every workspace feels ready and cared for.
- Implement simple systems to make daily office life more efficient and enjoyable.
- Ensure the entire space reflects our brand - professional, fun, and a little bit fabulous.

You'll Be Great If...

- You love creating warm, memorable experiences - hospitality is in your DNA.
- You're exceptionally organised and take pride in keeping spaces running smoothly.
- You enjoy being front and centre - confident, friendly, and calm under pressure.
- You care deeply about presentation and the small details that make a big difference.
- You thrive on being helpful, proactive, and always one step ahead.

How to Apply

Send your CV to **work@candykittens.co.uk** along with your answers to these questions 📌

- If The Sweet Factory were a boutique hotel, what kind of guest experience would you design?
- Describe your dream office day - what's happening, what music's playing, and what's for lunch?
- When have you gone the extra mile to make someone feel welcome or special?
- What's your ideal start date?

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