2021 VAC 94

JOB DESCRIPTION

Job Title: Assistant Centre Manager

Grade: Grade 4 (£22,183 – £24,491)

Job Location: Evolve Business Centre

Directorate: City Development

Services: Economic Regeneration (Business Investment Team)

Responsible to: Centre Manager

Responsible for: N/A

Purpose of Job:

To Ensure efficient and effective day to day operations of the Business Centre and part of a dedicated team supporting businesses in the Centre and visitors to the Centre.

**Principal responsibilities:**

* Assist the Centre Manager, provide the day to day running of the Business Centre
* Act as the lead point of contact for tenant and business enquiries
* Responsible for financial administration, charge and record payments made in respect of licence fees, room hire fees, telephone charges and other administrative charges
* Establish and maintain strong professional business relationships with the businesses in the business centre

**Financial:**

* Set up and maintain all administrative, financial and performance records and systems for the Centre including Customer Relationship Management (CRM) and lettings information
* Record and charge payments made in respect of licence fees, room hire fees, telephone charges, administrative charges and other fees generated by customers

* Responsible for the payment of invoices
* Responsible for control and monitoring of petty cash

**Sales and marketing:**

* Arrange accommodation viewings for potential tenants and liaise with letting agents
* Issue Heads of Terms and arrange standard licences as directed by the Centre Manager
* Day to day management of communications to centre businesses, users and external bodies to include maintenance of all the tenant records, copies of Licences, Leases and agreements
* Market the centre to potential tenants including management of web site, social media and helping to generate a positive public profile for the Business Centre
* Promote the centre as a venue for training, conferences and other events

**Administrative:**

* Oversee access to the secure ICT facilities on site e.g. Data Centre, comms rooms and secure areas and liaise with security provision on all relevant issues such as car parking, grounds maintenance and CCTV monitoring
* Provide administrative services to tenants (where applicable) e.g. typing, photocopying, management of incoming and external post, facsimile,
* Monitor internal and external provided service contracts e.g. ICT, cleaning, park management services, waste management
* Responsible for security of the business centre during normal hours and provide emergency call out cover if required
* Manage the door access, CCTV, keys and act as designated key holder for the

Business Centre

* Compile data for use in monthly management reports e.g. occupancy levels, conference room usage income, client records and feedback surveys
* Report, prioritise and schedule action requests from users on repairs and maintenance needs
* Support the management of Health and Safety within the Business Centre and to support Fire Safety via weekly and annual system testing
* Input into the Annual Business Plan for the Centre
* Provide support and cover services at other Sunderland Business Centres as required
* Undertake any other duties as required by the Centre Manager

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and Safety rules and regulations and with Health and Safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

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