



JOB DESCRIPTION

POST TITLE	Business Centre Assistant – C4DI
DIRECTORATE	Business and Economy
GRADE / SALARY	Grade 7
RESPONSIBLE TO	Business and Economy Officer
RESPONSIBLE FOR	n/a

JOB PURPOSE

To work with the Business and Economy Officer and Estates Manager within the Business & Economy Team to support the delivery of services at C4DI in Northallerton. Central to the work of the C4DI team is helping businesses and organisations innovate and grow by using technology more effectively thereby contributing to the economic vitality of the District. The Centre is a vital link between the Council and private businesses, providing a platform to showcase the wide range of services offered by the Business and Economy Team.

The Business Centre Assistant role is to ensure a positive and responsive service to community members and support the delivery of C4DI services and the day to day running of C4DI. This includes customer services, member support, marketing, room bookings, reception duties and facilities management

DUTIES AND RESPONSIBILITIES SPECIFIC TO THE POST

1. Reception & telephone duties.
2. To liaise with C4DI members and ensure relationships are positive and well maintained leading to the service being responsive to the needs and priorities of businesses.
3. Operate and manage the room and asset booking within the C4DI platform; organise catering provision and setting up and clearing of rooms.

4. Assisting with facilities management and associated record keeping.
5. Administration support services to the members, C4DI team and Business and Economy Officer
6. Key holder duties for the Centre
7. Holiday & relief cover for Evolution Business Centre and C @ N when the need arises, through absence or annual leave, both Northallerton based facilities
8. Promoting/marketing the services of the centre to external users through all available channels and social media platforms
9. Duties associated with assisting the Business and Economy Officer in organising promotional meetings and conferences for C4DI.
10. Liaising with suppliers and contractors as required
11. Update the Council website and social media feeds with information relating to C4DI.
12. To prepare invoices and purchase orders in accordance with agreed procedures and Council's IT and C4DI systems

CORPORATE RESPONSIBILITIES

Here you must set out the general responsibilities relevant to all employees of the Council. These will be standard as follows:

- To comply with the requirements of Health and Safety legislation, including HDC's Policy & Procedure
- To comply with the requirements of Data Protection legislation, maintaining confidentiality at all times
- To comply with the Council's commitment to Equality and Diversity
- To comply with all policies and procedures of HDC relevant to the role
- To undertake learning and development activities which will enhance your capabilities and the overall capacity and performance of the Council
- To undertake other duties relevant to and commensurate with the pay grade of the post
- To comply with and work to the spirit of the Organisational Values – see list below

ORGANISATIONAL VALUES

- **OPEN** – honest and transparent in the provision of our services to the community
- **RESPONSIBLE** – and accountable for our actions as individuals and as an organisation
- **CUSTOMER FOCUSED** – and committed to providing and improving upon a high quality, customer focused service
- **FAIR** – to all on an equal basis
- **RESPECTFUL** – and value our work colleagues and stakeholders

Job Description
agreed by postholder...

Name (print)

Signed

Date

