



JOB DESCRIPTION

POST TITLE	Business Centre Assistant – C@N
DIRECTORATE	Business and Economy
GRADE / SALARY	Grade 8
RESPONSIBLE TO	Business and Economy Officer
RESPONSIBLE FOR	n/a

JOB PURPOSE

To work with the Business Development Manager within C @ N and Hambleton's Business and Economy Team to assist with the delivery of services and day to day running of the C @ N at Northallerton. C @ N is expected to focus initially on digital skills and feature face to face and blended learning as well as offering opportunities for employers to explore training and development solutions including apprenticeships and higher education qualifications. The Business Centre Assistant role is to ensure a positive and responsive service to students and visitors and support the management of course enrolment, room bookings, reception duties and facilities management

DUTIES AND RESPONSIBILITIES SPECIFIC TO THE POST

1. Reception & telephone duties.
2. To liaise with C @ N tenants, students and visitors to 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 rooms; organise catering provision and setting up and clearing of rooms as required. Administration associated with course enrolment
4. Assisting with facilities management and associated record keeping

5. Administration support services to the tenants and Business Development Manager
6. Key holder duties for the Centre
7. To take on designated responsibility for specified corporate policies e.g. Fire, Legionella, Manual Handling, Management of Contractors, First Aid at Work and ensure that appropriate training is up to date for themselves and C @ N staff. The Business Centre Assistant is responsible for identifying areas that require remedial action and to escalate as appropriate
8. Promoting/marketing the services of the C @ N to external users through all available channels and social media platforms
9. Duties associated with assisting the Business Development Manager in organising promotional meetings and conferences for the C @ N.
10. Liaising with suppliers and contractors as required
11. Update C @ N website and social media feeds with information relating to the service.
12. To prepare invoices and purchase orders in accordance with agreed procedures and Council's IT and C @ N 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

