

Job Description and Person Specification

Job details

Job title: Business Centre Operations Manager

Grade: NNC (North Northamptonshire Council) pay and grade structure PS6.

Reports to: Principal Business Centres Manager

Responsible for: Tenant Liaison Officers

Directorate and Service area: Assets Management

Purpose of the job

Be responsible along with and deputise when needed for the Principal Business Centres Manager in overseeing the operational management and administration of the Business Centres portfolio, including the management of commercial lettings, provision of facilities and business services to customers.

To work with the Principal Business Centres Manager on the development and promotion of the centres.

Deliver operational, line management and support to centres Tenant Liaison Officers. Responsible for operational management of Premises Technician in the absence of the Business Centres Facilities Manager.

Liaise with the Head of Service in matters relating to the Business Centres in the absence of the Principal Business Centres Manager.

Main Duties and Responsibilities:

(This list contains the main duties and responsibilities of the post holder but is not an exhaustive list)

- Daily management of the Business Centres, inputting into each centres business plan to ensure the centres are fully occupied.
- Monitor accounts.
- Accountable for budget monitoring, within levels delegated to the post, adopting a cost-conscious approach to the utilisation of resources and ensuring compliance with Council Standing Orders, Financial Rules and Procurement practice. Supporting the Principal Business Centres Manager with rent reviews, making recommendations for improvements.
- Manage and deliver the marketing strategy including, to programme and promote business events, advertise, book and encourage tenant attendance, documenting outputs in regular reports to the Council.
- Ensuring adequate records are maintained for operations, supporting finance and audit queries.
- Form part of the H&S team to ensure support for fire strategy and other emergency responses on a rota basis, maintain H&S training and Manage operational cover ensuring adequate cover is in place at all times.
- Responsible for screening potential clients with reference to tenant entry guidelines and ensuring appropriate legal documentation is in place.

- Oversee and take a direct role in the professional reception of visitors and enquiries to the centre and the operation of the centre telephone system.
- Be responsible for the line management of the administration and reception teams. Ensure all staff are trained and developed in a personal/team approach to acquire relevant skills in their post and in particular ensure compliance with current and future legislation with particular attention to all current legislations such as the Equalities Act and Health and Safety Act.
- Achieve continuous service improvement through, effective team communications, the encouragement of initiatives and good professional practices & effective management skills.
- Proactively monitor review & create performance management information to identify poor team and individual performance which could have a negative impact on the service's ability to deliver the department's Service Plan objectives.
- Liaise with other departments, and external agencies to resolve issues and find effective solutions for problems. Represent North Northamptonshire Council in meetings with external partners and other partners, making joint decisions, sharing best practice and implementation new ideas and initiatives.
- Work with the Principal Business Centres Manager to develop and implement systems and procedures with the objective of securing audit compliant best value financial return from the Council's property assets.
- Procure works, make recommendations to the Principal Business Centre Manager, appoint and control of contractors on site, including induction, health and safety briefing.
- Proactively work alongside the Business Centres Facilities Manager and Principal Business Centres Manager on management of hard and soft services to include but not limited to: PPM contracts, cleaning, waste disposal, catering, security, grounds maintenance and parking for tenants on site and also including supervision of relevant personnel
- Assist and take responsibility for liaising with the Council's Legal and Financial Services officers to minimise portfolio debt.
- Prepare Reports for Committee.

General responsibilities applicable to all jobs

- Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
- Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions, health, and safety (ensuring that reasonable care is always taken for the health, safety and welfare of yourself and other persons).
- Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.
- Undertake learning and development as agreed in probationary reviews, personal development reviews or any other such framework to meet service and individual targets.



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This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Good general level of education to include 5 GCSE's or equivalent at Grade C or above, including Maths and English.</p> <p>Some form of higher education in either Finance, Maths, English or Management.</p>	<p>IT qualifications.</p> <p>First Aid Certificate.</p> <p>IOSH qualification</p>
Experience and Knowledge	<p>More than 2 years experience of management responsibility within the commercial property sector.</p> <p>Experience in the clerical/administrative or similar role or environment.</p> <p>Computer literacy – ability to develop various spreadsheet and word process.</p> <p>Proven ability to set and achieve objectives within the agreed timetable with minimum of supervision.</p> <p>Understanding of computerised financial systems.</p>	<p>Knowledge of setting up I.P address details.</p>
Ability and Skills	<p>Understanding customer care standards and how they relate to repairs and maintenance. Well-developed communication and negotiation skills. Use of IT systems</p> <p>Effective team player, empathic to the needs of team members, individuals and communities at large. Good interpersonal skills. Demonstrate effective media and presentation skills.</p>	
Equal Opportunities	Aware of Equal opportunities relevant to the role.	



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	Excellent verbal and written skills to ensure effective communication at all levels essential.	
Additional Factors	<p>A professional and confident approach to all aspects of work.</p> <p>Must have flexible approach to working, be able to work on own initiative and also part of a team.</p> <p>Able to liaise effectively with external organisations, associations, etc as necessary.</p> <p>Flexible to work in other areas as required.</p> <p>Prepared to undertake training.</p> <p>Full valid driving licence. Motivated by achievement of goals and improvement in others.</p>	Local Government background