**Job Description and Person Specification**

**Job details**

Job title: Tenant Liaison Officer

Grade: NNCBand 2 .

Reports to: Business Centres Manager/Deputy Business Centres Manager

Responsible for: N/A

Directorate and Service area: Assets Management

**Purpose of the job**

To be the first point of contact for the tenants enquiries, supporting them with their business requirements. This role includes front of house, agency viewings, attendance at meetings, supporting with the business development meetings and maintaining the marketing and events platform.

**Principal responsibilities**

1. Be the lead contact for tenant enquires, maintain the enquiry help desk, email account, front of house etc to ensure the tenants have a timely and satisfactory response to all enquiries. Escalate any problems to the senior officer and Deput Centre Manager.
2. Inspect the front of house areas and other accommodation to ensure it is presented at a high standard, deal with routine matters of concern and escalate problems to senior management. Monitor action through to completion.
3. Front of house includes dealing with telephone calls, visitors, tenants, deliveries etc who should be dealt with in a prompt manner.
4. Supporting Management with the business development events and marketing programme, booking firms/speakers, sorting meetings rooms, sending invitations, organising payments, room configurations etc through the facilities manager.
5. Completing letters, documents etc as directed using Word & Excel as required. Input of data on bespoke system
6. Routine contractor management including booking in contractors, raising purchase orders, monitoring accounts for invoices, assisting with disputes, supporting with the year end close down of accounts.
7. Assisting with the H&S evacuation and emergency plans, maintaining records and attendance in emergency operations.
8. Performing other relevant duties not specified above as directed by your line Manager.
9. Undertaking Fire Warden and First Aid duties holding appropriate certification.
10. Comply with NNC’s health and safety procedures.
11. Provide general assistance to line manager.

**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.

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.

**Specific features of the post**

1. Receive and redirect telephone calls on behalf of tenants.
2. Update social media, proactively marketing the centres.
3. Mailroom duties including distribution/franking/special deliveries.
4. Photocopying items as required by tenants.
5. Recording data for sundries invoicing.
6. Compile monthly newsletter.
7. Health & Safety/compliance duties including emergency lighting/ disabled call functions/water flushing etc.
8. Diary co-ordination for the centres meeting rooms including ordering and costing of catering requirements.
9. Organising Furniture layout within the building as required.
10. Arrange and conduct viewings of the Business Centres.
11. Verifying identification, completing trade references and credit checks for potential new tenants.
12. Organise and set up I.T and phones for all new tenants at the Business Centres, liaising with I.T. support company and organising individual i.p. address set up
13. Completing building inductions for new tenants – organising fobs and keys for units.
14. Updating telephone system keeping system regularly updated for billing purposes.
15. Assist opening and closing the centre to include alarm control.
16. Tenant risk assessment co-ordination.
17. Contractor co-ordination in relation to statutory compliance checks.
18. Co-ordinate and organise licence renewals for tenants.
19. Oversee Fire Evacuation process.
20. Organise training for fire wardens in accordance with H&S policy.
21. Assist in Year-end budget preparation.

**Person Specification**

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| **Attributes** | **Essential criteria** | **Desirable criteria** |
| Education, Qualifications and Training | Good level of education including Maths and English GCSEs equivalent.  CLAIT, ECDL or similar computer experience. |  |
| Experience and Knowledge | Experience of sending e-mails, writing memos and letters and preparing spreadsheets.  Experience and knowledge of routine office/reception procedures.  Experience of using Microsoft packages such as Word, Excel and Outlook in an office environment and be proficient in all.  Experience of raising invoices. | Local Government background.  Marketing experience. |
| Ability and Skills | Ability to deal with confidential and sensitive information.  Methodical, accurate and confident in prioritising work, working to tight deadlines.  Good interpersonal skills |  |
| Equal Opportunities | Aware of equal opportunities relevant to the role |  |
| Additional Factors | Must have a flexible approach to working, able to work on own initiative and part of a team.  Prepared to undertake training. |  |