**Job Description**

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| **Job title** | Assistant Centre Manager |
| **Grade** | Grade 5 (£24,920 – £27,514) |
| **Service/Team** | Economic Regeneration – Business Investment Team |
| **Main purpose of job** | To ensure efficient and effective day to day operations of the Business Centre supporting businesses in the centre, and visitors to the centre, working closely with the Front of House Co-ordinator and with the support of the Centres Manager. |
| **Key responsibilities** | 1. Assist the Centre Manager to provide the day-to-day operational running of the Business Centre 2. Act as the lead point of contact for tenant and business enquiries 3. Responsible for day-to-day day financial administration 4. Represent the Business Centres at meetings identified by the Centre Manager 5. Establish and maintain strong professional business relationships with the businesses in the business centre, ensuring positive customer feedback 6. Assist in the supervision of the day-to-day operational activities of the Front of House Co-ordinators where appropriate 7. Identify changes and improvements to enable customer satisfaction, while working within the context of overall (financial) performance |
| **Key tasks** | 1. Input into financial discussions to support the effective financial running of the centres 2. Set up and maintain all administrative, financial and performance records and systems for the Centre including Customer Relationship Management (CRM) and lettings information 3. Record and charge payments made in respect of licence fees, room hire fees, telephone charges, administrative charges and other fees generated by customers 4. Responsible for the payment of invoices 5. Responsible for control and monitoring of petty cash 6. Arrange accommodation viewings for potential tenants, working with wider Business Investment Team colleagues as appropriate and liaison with letting agents 7. Issue Heads of Terms and arrange standard licences as directed by the Centre Manager 8. 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 9. Market the centre to potential tenants including management of web site, social media - liaising with communications colleagues and tenants as appropriate - and helping to generate a positive public profile for the Business Centre 10. Promote the centre as a venue for training, conferences, and other events 11. Co-ordinate and support the activities of the Front of House Co-ordinator to ensure work is completed within set timescales 12. Undertake day to day liaison with the on-site cleaning team 13. 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 14. Provide administrative services to tenants (where applicable) e.g., photocopying, management of incoming and external post 15. Monitor internal and external provided service contracts e.g., ICT, cleaning, park management services, waste management 16. Responsible for security of the business centre during normal business hours, managing the door access, CCTV, and keys securely - signposting to security/emergency council contractors for any out of hours centre issues 17. Compile data for use in monthly management reports e.g., occupancy levels, conference room usage income, client records and feedback surveys 18. Report, prioritise and schedule action requests from users on repairs and maintenance needs 19. Support the management of Health and Safety within the Business Centre and support Fire Safety via weekly and annual system testing 20. Resolve simple queries or lower-level complaints from tenants, making decisions in line with documented procedures, and handle more significant complaints where appropriate in conjunction with the Centre Manager. 21. Support the development of risk assessments, COSHH assessments and other health and safety related documentation and communicate health and safety information to Centre businesses as appropriate 22. Input into the Annual Business Plan for the Centres 23. Undertaken regular familiarisation at each of the Business Centres 24. Provide equivalent level of support and cover services at other Sunderland Business Centres as required 25. Undertake any other duties as required by the Centre Manager |
| **Responsible to** | Centre Manager |
| **Other duties/specific policies e.g. DBS** | 1. 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. 2. The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation. 3. 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. 4. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |