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| **Job Description** |
| **Post title** | NETPark Manager |
| **JE Reference No** | N7318 |
| **Grade** | 12 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Economic Development – Business Durham |
| **Reporting to** | Property & Business Services Manager |
| **Location** | Your normal place of work will be NETPark, Sedgefield but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The postholder will actively manage and be responsible for the day-to-day operation of NETPark, the region’s premier science park, responding to enquiries; providing appropriate support, advice and guidance to NETPark businesses; ensuring the effective operation of the NETPark buildings; and assisting in the future development of NETPark.

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| **Duties and responsibilities** |

* Responsible for the overall daily operation and security of all NETPark properties.
* Handling enquiries relating to investment at NETPark and ensuring the efficient progression of such enquiries.
* Accountable for all budgets relating to the operation and maintenance of NETPark, to include reviewing/renewing service contracts, setting service standards, agreeing service level agreements, co-ordinating rent reviews and setting service charges.
* Building partnerships and liaising with academia, centres of excellence, other Science Parks, and other appropriate organisations.
* Providing business support services to NETPark occupiers via other organisations including Business Durham, Science/Business Park organisations, NECC, universities and Centres of Excellence.
* Hosting visits to NETPark and promoting the benefits to potential tenants and investors.
* Developing and implementing policies to assist the growth and development of NETPark companies and to meet the overall aims of Business Durham in establishing job creation and economic impact.
* Researching, identifying, managing and monitoring appropriate business property and economic development initiatives and projects at NETPark. This will include working with a range of organisations to ensure that opportunities are created and resources identified and secured. It will involve dealing with complex actions of both a revenue and capital nature.
* Ensuring appropriate appraisal of new tenants to NETPark and the arrangement of tenancy/lease agreements.
* Coordinating laboratory/ clean room fit out projects, ensuring building control, landlord’s approval and client requirements are met.
* Establishing, developing and maintaining relationships with senior managers of companies within the NETPark portfolio.
* Developing and maintaining a programme of continuous improvements to the NETPark complex.
* Obtaining regular feedback from occupiers with regard to customer satisfaction and implementing measures to ensure a high standard of customer service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Educated to degree level or equivalent in a relevant discipline eg Business and Finance and/or have extensive relevant experience
 | * H&S Training
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| Experience | * Substantial experience of developing business and managing relationships
* Extensive budgetary control experience
* Experience of facilities management
* Recent experience of delivering business support and business development services
* Significant recent experience in a client support role
* Recent experience of working with partnerships and service providers
* Experience in the planning, implementation and evaluation of business support or economic development services
* Experience of small team management including performance management and appraisal
 | Experience of: * Modern building control systems
* Contractor control
* Tendering processes
* Experienced in, and comfortable with working flexibly using ICT
* Experience of managing or working in a science park environment
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| Skills & Knowledge | * Proven planning, organisational and implementation skills
* An ability to initiate and follow up projects
* Confident in making and justifying decisions
* Commitment to the provision of a high quality service with a positive attitude towards customer care
* Highly developed effective interpersonal communications skills
* Good presentation skills
* Capacity to manage diverse and complex workload
* Excellent report writing skills
* Ability to work to deadlines with minimal supervision
* The ability to travel to and from various sites within the County and occasionally further afield
* Ability to work effectively as a team member and to relate well and quickly to other team members and senior people from other organisations
* An ability to work under pressure
* Commitment to the importance of staff motivation and development
 | * IT/keyboard skills, especially Word, PowerPoint, Excel and the ability to use email and Internet
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| Personal Qualities | * Enthusiastic and dynamic
* Prepared to work in an accountable environment
* Willing to seek and take responsibility
* Willing to work flexibly
* Performance orientated ie motivated by a desire to achieve performance targets and deliver a high quality service
 | * Eager to learn new skills
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