**Job Description**

**Assistant Business Centre Manager**

**Level: 7**

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| **Responsible To:**  | **Responsible For:** |
| Business Centre Manager | NA |

**About the job:**

To deputise where required and support the Business Centre Manager to ensure the smooth running and quality service provided at Strawberry Fields Digital Hub for tenants and customers.

**Role:**

To be the first point of contact for the building’s tenants and clients, ensuring all enquiries are handled and dealt with in the appropriate manner whilst always maintaining high service levels.

To work from the reception desk supporting the Building Coordinators with reception and administrative tasks during busy periods.

Support the Business Centre Manager with new business enquiries, responding to initial enquiries, obtaining suitability feedback and storing evidence on file, arranging rental invoices and managing any rent arrears.

To support the Business Centre Manager reporting on and chasing aged debt accounts.

Ensure Strawberry Fields remains up to date with all necessary health and safety legislation and best practice and full compliance including weekly fire alarm tests, six monthly fire evacuations, legionella prevention, BES compliance, lift maintenance, daily/weekly building checks etc and identify and report any hazards that may cause slips, trips and falls etc.

Support the Business Centre Manager with ensuring tenants information remain accurate and updated, such as checking legal agreements remain valid, contact details are checked regularly and health and safety processes and procedures are reviewed annually.

Ensure that PPM (pre planned maintenance) remains up to date, report any overdue maintenance to the relevant contractor or the property services team and update records accordingly.

Conduct regular inspections of the building and report any issues on the internal property maintenance system.

Regularly inspect the meeting room facilities and ensure all necessary equipment remains in place.

To review and manage additional revenue income for the building such as daily hot desk revenue, meeting room bookings etc and report these figures to the Business Centre Manager.

To support the Business Centre Manager with the external data system provided by a third-party supplier. To manage the system and ensure tenants are added and removed accordingly, to the monitor bandwidth usage and report any technical issues.

Assist the Business Centre Manager with managing contracts and the procurement of products and services where required.

To assist the Business Centre Manager with promoting and advertising Strawberry Fields via events, external advertising platforms and social channels.

Support and supervise the in-house cleaning team and arrange temporary cover where needed to cover any holidays/sickness.

To support the Business Centre Manager with enquiries regarding Strawberry Meadows Business Park.

All such other duties, functions and responsibilities as may be conducive, incidental, necessary, or appropriate for the discharge of any of the foregoing specific responsibilities and duties.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* A good standard of numeracy and literacy demonstrated through either qualification or previous experience.
* Evidence of continuing professional development.
* Relevant management qualification or similar experience or working to a management qualification.

**Experience**

* Experience of operating in a multi tenanted commercial building.
* Experience of client management and dealing with complex issues.
* Experience of managing performance and achieving targets.
* Experience of supervising staff.

**Knowledge**

* Knowledge of health and safety legislation including fire safety and compliance.
* Knowledge of how multi tenanted buildings operate and how to effectively manage them.
* Audio-Visual knowledge to support meeting room functions.

**Skills & Abilities**

* Excellent communication and presentation skills both verbal and written.
* Ability to manage workload and undertake prioritisation to meet deadlines.
* A good level of IT and connectivity knowledge.
* Work across teams in a positive and constructive manner to achieve results.
* Ability to attend meetings and events out of hours.
* Effective liaison across departments and working in partnership with external organisations.
* Experience of managing performance and achieving targets.
* Ability to analyse, interpret and present complex ideas and information in a structured and readily understood manner.
* Ability to work with and involve people both individually and collectively to promote a positive culture/environment.

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.