

Job Description

JOB TITLE	Deputy Centre Manager
TEAM	Ongar Business Centre
LOCATION	Ongar
REPORTING TO	Project Manager

MAIN PURPOSE OF THE ROLE
To act as Deputy Manager for Ongar Business Centre supporting the Centre Manager in daily activities including reception and administration of the Centre
KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • General Centre processes including reception, photocopying and general call handling • Proactively develop and maintain effective relationships with Licensees, Customers and Suppliers • Provide cover to the Ongar Business Centre Manager role during absence, to include <ul style="list-style-type: none"> ○ Enquiry handling ○ Set-up and closure of licences and units ○ Invoicing ○ Monitoring repairs and maintenance of the building ○ Managing meeting room bookings inc preparation of the rooms and refreshments • Ensure that all customer records (eg: CRM, invoices, licences etc) are accurate and maintained on a timely basis • With the Centre Manager, ensure timely and appropriate management and resolution of all customer issues and/or complaints • With the Centre Manager, ensure proper repairs and maintenance of the building along with relevant contractors • Support Centre Manager with collation of evidence for submission to ECC (or their approved contractors) • To promote all services available designed to assist current and potential licensees • Support marketing of the Centre and the wider Let’s do Business Group marketing strategy • To support continual process and service improvement • To undertake such other tasks as considered appropriate by your Line Manager, Office and/or Chief Executive.
Contact and Communication
<ul style="list-style-type: none"> • With licensees, their staff and visitors • With individuals and businesses who may require services of the centre • With external partners and stakeholders, including LDBG business advisors, local chambers and local authorities • With suppliers • With colleagues (internal and external)
KEY PERFORMANCE MEASURES

<ul style="list-style-type: none"> • Achievement of key contractual targets (eg: Occupancy, customer satisfaction, financial budgets) • Ensuring that performance management processes are followed • Meeting prescribed targets relating to our quality and contractual standards. • Accurate and timely recording of licensee/customer information. • Colleagues' satisfaction with support • Adherence to all Data Protection and Confidentiality protocols 		
Financial Accountability		Employees responsible for
None		None
PERSON SPECIFICATION		
Requirement:	Essential	Desirable
Education, training and qualifications	Educated to Level 2 standard or equivalent	
Skills, knowledge and abilities	<ul style="list-style-type: none"> • Good communication skills with an ability to work with a diverse range of customers and colleagues both face-to-face and by telephone. • Ability to work accurately and to tight deadlines. • Flexibility – the role will require significant flexibility in being able to work across a range of tasks • Organisational (including time management). • Communication skills, written and oral. • Numeracy, computer skills, including the use of spreadsheets, word processing and other relevant software packages 	<ul style="list-style-type: none"> • Determining the businesses/licensee needs by questioning and listening to business/licensee requirements
Experience	<ul style="list-style-type: none"> • Experienced user of Microsoft software, specifically Excel spreadsheets, Word, PowerPoint and Content Management Systems • Customer Service 	<ul style="list-style-type: none"> • Enquiry handling background • Understanding of the service being offered and target beneficiaries
Personal attributes	<ul style="list-style-type: none"> • The ability to work as part of a team, within an office environment. • Ability to work with a range of people including the general public, licensees and colleagues 	<ul style="list-style-type: none"> • Ability to work on own initiative

	<ul style="list-style-type: none">• Ability to establish and build relationships with licensees, external parties and other business partners• The ability to work to deadlines, with good time management and efficient work patterns.• Ability to assimilate new information readily and to apply it practically	
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