

### Role Profile

<b>Job Title:</b>	Team Administrator (Business Centres)		
<b>Post No:</b>		<b>Grade:</b>	E
<b>Team:</b>	Regeneration and Economic Development	<b>Location:</b>	2 Locations- WelTech Business Centre (WGC) & HatTech Business Centre (Hatfield)
<b>Responsible to:</b>	Deputy Business Centre Manager		
<b>Responsible for:</b>	N/A		

#### Overall job purpose:

The post holder will support Centre Management in all operational aspects of the HatTech and WelTech Business Centre administration. ensuring a high-quality service is provided and maintained.

The Team Administrator will be responsible for a wide variety of administrative tasks. This includes but is not limited to; raising and managing purchase orders on the Council Business World software, stock management; document curation; compiling data and the collation of business services in preparation for the monthly licensee and virtual client invoicing.

The role requires the post holder to be first point of contact for customers, visitors and contractors. Greeting visitors courteously and dealing with customer enquiries across both sites working on a rota basis and providing cover as necessary. The post holder will be responsible for the opening and closing of the building and will have keyholder responsibility.

#### Key areas of focus:

1.	Use the council's financial business software to raise purchase orders and goods receipt, complete orders and services.
2.	Ordering and stock management of cleaning consumables, meeting room consumables, stationery, and Business Lounge/Kitchenette consumables. Raise the annual orders for stationery, postage, cleaning products & catering supplies.
3.	To record and collate the various data relating to service usage accurately in preparation of the monthly invoicing for both occupancy fee and sundry invoices.
4.	Maintain the business centres security access database. Issue new ID proximity access cards to new licensees and their employees. Disengage security cards as and when required.

5.	Actively market and promote prospective licensees' business the units/offices and facilities in the absence of Centre Management. Provide advice and guidance to prospective licensees on license agreements escalating complex queries where appropriate.
6.	Act as first point of contact for all users and visitors of the business centres receive a prompt, effective and courteous service. Respond to general enquiries from the public, potential customers, and Council departments. Resolving problems and answering queries where possible and escalating more complex issues where appropriate.
7.	Responsible for managing meeting room bookings. Prepare the meeting rooms and provide the required refreshments. Ensuring all rooms are kept in a clean and ready to use condition. Manage the consumables/refreshment stock levels.
8.	Work with the management team in preparing networking events in the Borough. Sourcing guest speakers and coordinating the administration to ensure the event runs smoothly. Attend networking events to actively promote and market the services of the Business Centres to generate occupancy and revenue. Responsible for collating feedback from networking events and providing an evaluation of the event to the management team.
9.	Manage the front of house and business centre phonenumber during office hours.
10.	Undertake general duties to support all business users, such as photocopying, scanning and laminating. Manage incoming and outgoing post and deliveries. Ensuring daily deadlines are met and appropriate costs are recorded for invoicing.
11.	Responsible for maintaining low level cleaning standards around the sites.
12.	Responsible for providing emergency first aid when onsite.
13.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
14.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
15.	Any other duties that are commensurate with the level and grade of this post.

## Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
<b>Qualifications and experience</b>			
GCSE or equivalent must include English and Maths	x		AP
Proven experience of excellent customer care skills in dealing with customer enquiries and building customer relationships	x		AP/IN
Experience of collating and analysing data	x		AP/AS
Experience in office administration and customer service	x		AP/IN
Experience of raising orders and processing invoices using a financial management system		x	AP/AS
First Aid at Work		x	AP
<b>Knowledge</b>			
Aware of Health & Safety requirements	x		AP
An understanding of the requirements to support small businesses		x	AP/IN
Commercial property/Business Centres/Serviced offices		x	AP/IN
<b>Skills and abilities</b>			
Excellent customer service skills to deal effectively and confidently with a diverse customer base.	x		IN
To have excellent knowledge of Microsoft Office applications	x		AP/AS/IN
Excellent time management skills with the ability to prioritise tasks and meet deadlines.	x		AS
Effective communication skills, both written and verbal over a range of activities	x		AP/AS/IN

Previous administration experience and ability to prioritise work		x	AP/AS/IN
Ability to work as part of a team and be flexible to meet the needs of the business	x		IN/AS
Ability to remain calm and professional when dealing with difficult situations	x		IN
A full UK driving licence and access to a car to travel between sites as required	x		AP/IN
<b>Other attributes</b>			
Ability to demonstrate attention to detail, with an ability to check all work accurately.	x		AP/AS/IN

**Assessment Criteria:**  
**(AP) Application, (AS) Assessment, (IN) Interview**

### Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

<b>Collaborative</b>	<b>Open</b>	<b>Responsible</b>	<b>Excellent</b>
We <b>work</b> together to get things done	We <b>behave</b> with integrity & fairness	We <b>take</b> responsibility for our actions and decisions	We <b>perform</b> at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.