

Role Profile

This section provides key information relating to the role

Job Title:	Business Centre Administrator/Social Media Co-ordinator		
Post No:	RP0109	Grade:	F
Team:	Regeneration & Economic Development	Location:	WelTech/HatTech
Responsible to:	Business Centre Manager / Deputy Centre Manager		

Overall job purpose:

The post holder will support the Business Centre Manager and Deputy Centre Manager in all operational aspects across both WelTech and HatTech with the aim of providing a local, professional, and affordable base for small and new businesses, wishing to occupy office accommodation with easy in and easy out terms.

This will require ensuring that a high-quality service is provided and maintained, liaising with licensees, their staff, and visitors across both sites.

In particular, the Centre Administrator will have responsibility for deputising for the Business Centre Manager/Deputy Centre Manager (when they cannot be onsite) in various aspects of Facilities Management to ensure the health, safety and wellbeing of staff, visitors, and occupants of the centres. This post holder has key holder responsibility for unlocking, securing, and alarming at both centres when on site.

Key areas of focus:

1.	Assist with the marketing strategy and the marketing of the centres. Promoting the Co-Working membership to increase membership numbers and actively use social media in the promotion of both sites and ongoing events including the collection of fees for events.
2.	Assist with the marketing of the centres by ensuring all marketing materials are stocked, up to date and relevant. Issuing the appropriate marketing documentation to prospective customers. Actively market the centres availability, following up on enquiries whilst maintaining the enquiries database.
3.	Responsible for the setting up of and the management of social media accounts for both the WelTech and HatTech Business Centres. Actively posting and monitoring followers and feedback along with managing and maintaining the websites to ensure both sites are up to date and compliant.
4.	Responsible for the raising of purchase orders and Stock management of cleaning consumables, meeting room consumables, stationery and Business Lounge/Kitchenette consumables.
5.	To collate and prepare the monthly invoicing for co-working memberships, virtual office members and private offices and sundry invoices. Setting up of new customer accounts and Direct Debits. Collating of monthly occupancy figures as requested by the Business Centre Manager.
6.	Maintain the business centres security access database. Issue/disengage security access cards to licensees, their staff, virtual office members and co-working

	members as appropriate. Undertake regular building and grounds inspection and report issues.
7.	Showing prospective Licensees and Co-working Members office space whilst promoting the centres facilities. Issuing, checking, and raising documentation to engage new licensees and members. Prepare and raise documentation in line with the vacation process.
8.	Ensure 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.
9.	In the absence of the receptionist provide cover at reception to meet and greet customers. Answer telephone calls, directing appropriately or take messages and forward as necessary.
10.	In the absence of the receptionist, sort the incoming post/parcels and deliver to relevant Licensees. Together, be responsible for the signing of special deliveries and recorded post. Assist with carrying out daily franking service including preparation of recorded and special delivery mail for all Licensees. Ensuring daily deadlines are met and appropriate costs are recorded for invoicing.
11.	Responsible for managing the meeting room bookings and Wellbeing Garden events. Manage the meeting room IT equipment ensuring operational availability when required. Prepare the meeting room and provide the required refreshments. Ensuring all rooms are kept in a clean and ready to use condition.
12.	Undertake general administration duties that may be required such as photocopying, scanning and laminating for Licensees, Virtual Office members, Co-working Members and Centre Management. Assisting with fire risk assessments, weekly fire alarm testing and periodic drills.
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
Qualifications and experience			
GCSE or equivalent must include English and Maths	x		AP
NVQ in Business Studies or Customer Service		x	AP
Proven experience of excellent customer care skills in dealing with customer enquiries and building customer relationships	x		AP/IN
Experience of managing and maintaining social media accounts	x		AP/IN/AS
Experience of raising orders and processing invoices using a financial management system		x	AP/IN
Knowledge			
Aware of Health & Safety requirements		x	AP/IN
Skills and abilities			
To have excellent knowledge of Microsoft Word, Excel, and Outlook	x		AS/IN
Previous Administration and/or Marketing experience	x		AP/IN
Ability to work accurately under time and workload pressures. Ability to demonstrate attention to detail, to check all work accurately and work to deadlines	x		IN/AS
Ability to remain calm and professional should a difficult customer situation arise	x		IN
Other attributes			
Smart business personal presentation	x		IN
To be able to communicate effectively and confidently with a diverse customer base	x		IN

Possess excellent communication, listening and questioning skills.	x		IN
Hold a valid UK driving license	x		AP/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.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform 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.