

<b>Job Title:</b> Business Support Administrator & Receptionist - Workshed	<b>Role Profile Number:</b> BSN143
<b>Grade: L</b> <b>Salary:</b>	<b>Date Prepared:</b> 19/12/22
<b>Directorate/Group:</b> Property and Finance	<b>Reporting to:</b> Strategic lead for Carriage Works
<b>Structure Chart attached:</b>	No

**Job Purpose**

To work as part of the Property assets team, offering business support at The Workshed within the Carriage Works Estate. Assist with the team’s daily workload, flexibly undertaking work tasks as required, to ensure the Serviced offices and Business Support provision is available to the Workshed business community. Playing an integral role at Workshed with the main focus to maintain a high level of occupancy, customer service, and client retention. You will be responsible for the daily operation of Workshed Business Incubation Centre, including general administration and business support and will foster and maintain relationships with contractors and suppliers. You will liaise with Facilities management to assist with delivering an exceptional service in the overall building. Managing business support administrative tasks, processes, procedures and responsibilities at completed to deadlines.

**Key Accountabilities**

Key accountabilities cover, but are not limited to, the following:

- Check and validate new business office, virtual office and desk applications. Ensure compliance and other checks have been fully completed and recorded appropriated before acceptance.
- Maintain well managed filing of completed legal and financial forms and documents.
- Place and remove site advertisements for events and activities at Workshed to ensure a high level of communication with licencees .
- Provide administrative support to the Carriage Works team to enable the wider development of the Carriage Works Estate.
- Produce meeting agendas and minutes as required. Together with assisting in checking decision notices and related correspondence prior to dispatch to applicants and agents as required.
- Assist in the distribution of incoming post, internal leaflets and events notifications.

- Ensure compliance tests are carried out at approved intervals and Workshed is maintained to modern standards.
- Maintain a regular monthly email newsletter to Workshed companies to keep them informed of works and events.

### **Sales and marketing**

- Be responsible for managing and maintaining good relationships with clients/business support services.
- Be responsible for dealing with prospective office clients from initial enquiry to viewing and conversion into signed occupational licences.
- Be responsible for all other viewings of building, office space, meeting rooms and common areas to secure bookings
- Proactively build and lead relationships with business support providers to enable successful delivery of SBC's business incubator – The Workshed.
- Negotiation and closing sales for occupation.
- Maximise revenue by promoting value add services, client renewals and retention of business.
- Lead on marketing strategy for Workshed to generate a strong sales pipeline and potential leads. Manage creation of content to facilitate this and coordinate 3<sup>rd</sup> party agencies where required.
- Manage the delivery of business support/networking events to promote the successful expansion of the business community.

### **Customer Care**

- Maintain a professional standard at all times as main point of contact at Workshed.
- Be responsible for ensuring enquiries or urgent matters are dealt with or referred to appropriate staff/officers in a timely fashion.
- Management of booking systems and diary.
- Be responsible for the setup of rooms for meetings/events.
- Ensure preparation and maintenance of all client files/records.
- Lead on client move in / out procedures and completion of associated paperwork.
- Be responsible for the set-up of office connectivity and intercom systems and providing support to client where necessary.
- Ensuring all meeting/training rooms are to a high standard and assist with set up of AV equipment.
- Ensuring all communal areas are welcoming, clean, tidy and professional at all times.

### **Maintaining Standards**

- Ensure all security procedures are always maintained.
- Ensure general housekeeping checks are conducted to maintain a high level of cleanliness and ensure that kitchen areas are fully stocked to include all health and safety elements daily, weekly, monthly.
- Be responsible for the provision of maintenance support regarding any building maintenance issues.
- Health & Safety implementation and management e.g fire drills, maintaining the safety of reception area and of callers to the office, H&S office practises.

### **Building management**

- Be responsible for daily building check, report all defects and make safe any issues.
- Have responsibility for security of the premises when on site, to include opening and locking up of centre, and make sure secure if left unattended.
- Provide an onsite point of contact to all building tenants and visit contractors.
- Conduct periodic reviews of CCTV and Salto security access systems.
- Work with facilities management team to ensure all periodic compliance checks and tests are carried out and records are maintained.

### **Administration**

- Maintaining/allocating stationery supplies, forms and office equipment, and undertaking routine procurement processes.
- Maintaining spreadsheets as appropriate, to aid budget monitoring processes and the production of accurate financial records.
- Daily processing of all communications/postal systems operating across offices ensuring efficient/effective systems are maintained.
- To undertake filing duties, and routine related matters regarding the maintenance of filing/information systems whilst also being responsible for the archiving and destruction of records and maintain associated data processes/systems.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Good listening, oral and literacy skills
- Able to work with little supervision and on own initiative
- Ability to plan, prioritise and implement workload
- Ability to conduct sales/viewing tour, negotiate and close sales for new prospects/occupants
- Possess strong problem-solving skills and lateral thinking

- Ability to represent Workshed/SBC at business social events
- Ability to organise own time and work to deadlines
- Record keeping, information retrieval and dissemination of data and documentation
- Ability to demonstrate a willingness to attend appropriate training and development
- Have a positive attitude to personal development and training
- Ability to maintain confidentiality
- Be sympathetic to the needs of others
- Have good interpersonal skills
- Able to travel to meetings
- Evidence of working as a member of a team.
- Organising meetings
- Writing of agendas and produce accurate, concise minutes
- Using the internet to access relevant information
- Developing and maintaining contacts with internal teams and outside agencies
- Evidence of relevant personal and professional development
- Evidence of working in an environment where experiences included taking the initiative and self-motivation
- Evidence of working in a pressurized environment and meeting tight deadlines
- Evidence of working in a customer facing role

### **Qualifications**

- GCSE A\*-C or equivalent experience and skills
- Good IT skills to ITQ2 or equivalent
- Desirable: NVQ Level II in Customer Care

### **Decision Making**

- Requirement to resolve problems within a range of established solutions.
- Requirement to manage competing demands and work priorities.
- Requires the ability to undertake a range of tasks involving the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.
- Requires the ability to identify gaps in process or procedure to make systems more effective and efficient

### **Creativity and Innovation**

- Working in a customer facing role requires the ability to think on your feet and manage customer expectations rapidly.

- To develop the Workshed Business incubator to be a thriving, innovative and positive business network hub
- To support website and other marketing activities to develop the Workshed reach to custome

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• N/A</li> <li>•</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Building maintenance and repairs</li> <li>• Compliance testing</li> <li>• Preparation of space for meetings and events</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>.</p>
--	--	--------------------

**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Administrative support to wider Carriage Works regeneration team
- Working with facilities management team to ensure good working conditions and building maintenance
- Working with Property assets team to provide information relating to Workshed as required
- Dealing with contractors to complete works required on site. To provide access to contractors assessing existing systems for further development of the wider Carriage Works.
- Meet and greet business clients and stakeholders of the Carriage Works development and Workshed incumbent businesses. Provide site induction and information about Workshed when required.

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	