

ROLE PROFILE



Role profile		
Title	Managed Workspace Officer	
Grade	Grade E	
Reference:	NI70	
Reports to:	Managed Workspace Manager	
Behavioural competency job type	Semi Professional	
Work style Definition	Fixed base office worker	
Primary purpose of role	To increase investment and employment in the city through supporting businesses to grow in the business parks.	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Day to day management of City Business Park providing a valuable service to small businesses to encourage their growth and development through managed workspace and business support. (30%) ▪ Monitor health, safety and wellbeing of tenants and visitors to the park in compliance with Health and Safety regulations. Responsibility for monitoring and arranging building and site maintenance. (10%) ▪ Pro-actively promote and market City Business Park as an economic initiative and as commercial premises to generate income. Maximise income through financial management including credit control. Provide financial and administration management and assist in the preparation and monitoring of budgets to ensure value for money. (20%) 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Maximise occupancy levels with a target of 90%. ▪ Expenditure within budget. ▪ Health & Safety Executive compliance. ▪ Income generation. ▪ Payments made on time. ▪ Customer satisfaction.



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<ul style="list-style-type: none"> ▪ Negotiate with potential tenants to secure the successful letting of units to maximise occupancy and meet targets. Build relationships with existing tenants to ensure customer satisfaction and retain occupancy levels. (20%) ▪ Supervise junior members of staff. (10%) ▪ Deputise for Managed Workspace Manager and make management decisions in their absence. (10%) 	
<p>Key activities</p>	<p>Promotion (10%)</p> <ul style="list-style-type: none"> ▪ Promote and market City Business Park using initiative to generate and follow up potential leads, arrange viewings and follow through to completion. <p>Financial (25%)</p> <ul style="list-style-type: none"> ▪ Carry out financial procedures including taking rental and other payments, raising and processing invoices, raising purchase orders, receiving goods, undertaking credit control. ▪ Assist with the preparation and monitoring of budget with a total expenditure of approximately £250k. <p>Business Support (15%)</p> <ul style="list-style-type: none"> ▪ Provide business support for tenants through signposting, networking and information events, advice and guidance. <p>Operational (50%)</p> <ul style="list-style-type: none"> ▪ Ensure health and safety requirements for the building are in place including testing fire alarms, checking fire registers, COSHH, etc. ▪ Pro-actively monitor and arrange building maintenance and repairs, follow up and instruct and supervise contractors where required. ▪ Find solutions to often complex problems causing conflict amongst tenants and relating to the operation of the business park. In some instances dealing with difficult customers. ▪ Prepare reports and statistics and attend meetings as required. ▪ Undertake other duties appropriate to the grade of the post. 	
<p>Essential qualifications/ knowledge</p>	<ul style="list-style-type: none"> ▪ 5 GCSEs (A*-C) or equivalent including English and Mathematics. ▪ Knowledge of Health and Safety at work requirements including CoSHH. ▪ Extensive knowledge and demonstrable experience of IT. 	
<p>Desirable qualifications/ knowledge</p>	<ul style="list-style-type: none"> ▪ Relevant management or business/administration qualification. ▪ Knowledge of property management. ▪ Substantial knowledge of office procedures. 	

Essential experience	<ul style="list-style-type: none"> ▪ Experience of financial procedures and regulations. ▪ Experience of working with or providing support to small businesses. ▪ Demonstrable experience working in administration in a confidential environment. ▪ Experience of working in a customer facing role.
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of managing property related functions.
Essential skills	<ul style="list-style-type: none"> ▪ Effective communication skills required to advise and guide tenants and deal with visitors to the business park, as well as promote the business park. ▪ Ability to provide solutions to complex problems and situations relating to tenants and the operation of the business park, including health and safety and maintenance problems e.g. rectifying a leaky roof. ▪ Keyboarding skills required to carry out financial tasks such as cheque processing, invoicing and reconciling plus other data inputting tasks using the appropriate software systems.
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	