

# WORKSPACE SUPPORT ASSISTANT



## Role Profile

<b>Title</b>	Workspace Support Assistant	
<b>Grade</b>	GRADE D	
<b>Reference:</b>	N988a11521	
<b>Reports to:</b>	Managed Workspace Manager	
<b>Work style Definition</b>	Fixed base office worker	
<b>Job Type:</b>	Customer Facing Worker	
<b>Primary purpose of role</b>	To provide administrative support to the management team in all areas relating to the running of the Business Centre, Cattedown and City Business Park and to assist with financial, operation and supervision functions of the Council's business centres. The role will include lone working at times and beyond normal office hours when contractors on site.	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Support the management team to ensure the smooth operation and ongoing success of the business centres (30%)</li> <li>▪ Undertake general administrative tasks including greeting and directing visitors, dealing with enquiries, issuing parking permits, managing biometric or other entry systems, processing incoming and outgoing mail, taking room bookings and dealing with general enquiries from tenants and visitors to the business centres (40%)</li> <li>▪ Undertake financial administrative tasks including collection of rental and other payments from tenants, invoicing tenants and other users, handling petty cash (20%)</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Maintain minimum 90% occupancy at both centres</li> <li>▪ Customer satisfaction measured via tenant survey</li> <li>▪ Up to date accurate records on CRM and other monitoring systems for reports</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Carrying out viewings and processing applications for units including compiling paperwork (10%)</li> </ul>	
<b>Key activities</b>	<p>Responsible for administrative tasks including:</p> <ul style="list-style-type: none"> <li>▪ Providing reception duties, including greeting and directing visitors, processing room bookings and dealing with general enquiries from tenants and visitors to the business centres</li> <li>▪ Undertaking viewings of business units to prospective tenants</li> <li>▪ Perform inductions for new tenants</li> <li>▪ Conduct site inductions for contractors</li> <li>▪ Report and follow up repair and maintenance issues with corporate and landlord and contractors</li> <li>▪ Acquire, develop and maintain a high level of awareness of the business centres and build good working relationships with tenants in order to provide a comprehensive service to tenants, visitors and management</li> <li>▪ Maintain records of services used by tenants</li> <li>▪ Update and maintain spreadsheets and databases including the business centres' CRM system</li> <li>▪ Sorting, managing and distributing mail, parcels and deliveries as necessary</li> <li>▪ Photocopying, scanning and collating documents</li> <li>▪ Word processing and other data inputting tasks using the appropriate software systems</li> <li>▪ Maintain filing and other record systems</li> <li>▪ Taking minutes of meetings</li> <li>▪ Maintaining notice board and displays</li> <li>▪ Arrange meetings, refreshments travel and training course as required</li> <li>▪ Collation of statistics and reports</li> <li>▪ Maintain inventories of office supplies and ordering when necessary</li> <li>▪ Lone working at times</li> <li>▪ Be trained in First Aid at Work</li> </ul> <p>Responsible for financial administrative tasks including:</p> <ul style="list-style-type: none"> <li>▪ Standardised financial processes e.g. petty cash and some cash handling (payment of rentals, deposits and other charges)</li> <li>▪ Process orders and invoices</li> <li>▪ Required to use Debtors system</li> </ul>	

	Carry out other duties appropriate to the grade of the post
<b>Essential qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ Two GCSEs A*-C (9-4) or equivalent in Maths and English</li> <li>▪ NVQ Level II Business Administration <i>OR</i> Customer Service <i>OR</i> three years' relevant administration experience</li> </ul>
<b>Desirable qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of sources of business advice and support</li> <li>▪ NVQ Level III in Business Administration</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrable experience in an administrative role</li> <li>▪ Reasonable experience of working in a frontline customer service role</li> <li>▪ Proficient user of Microsoft Office software (Word, Excel, Outlook, Access)</li> <li>▪ Experience in developing and utilising spreadsheets and databases</li> <li>▪ Experience of dealing with members of the public</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working with or in small businesses</li> <li>▪ Demonstrable experience of working within a confidential environment</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Keyboarding skills required to carry out word processing, and other data inputting tasks using the appropriate software systems</li> <li>▪ Judgemental skills are required to enable the post holder to solve straight forward problems in a timely manner.</li> <li>▪ Communication skills required to exchange information orally or in writing with team members as well as the tenants and members of the general public; some tact may be required</li> </ul>
<b>Corporate standards</b>	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>• Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	