

JOB PROFILE

Directorate:	Commercial and Economic Development
Service Area:	Corporate Property Services
Job Title:	Business Centre Supervisor
Grade:	E
Post Number:	P233
Base/Location:	Ark and Oak Business Centres
Responsible To:	Assets and Property Manager
Responsible For:	Business Centre Receptionists
Key Relationships/ Liaison with:	Building Surveyor, Buildings & Technical Compliance Manager, Legal Service, Finance Services, Commercial Tenants, Supply Chain

Job Purpose

- Responsible for the local management/supervision of Charnwood Borough Council's Ark and Oak Business Centres, Woodgate Chambers, Meadow Lane Industrial Estate, Chainbridge and Messenger Close open compounds. Ensuring the Business Centres and industrial units operate in accordance with Council policies providing suitable premises to attract local, national, existing and start-up businesses. To ensure that all applications for lease and lease renewals are current including rent, service charges and unit bonds, to instruct Legal Services and Financial Services accordingly. Ensure that all quarterly and monthly accounts are compiled and invoiced to ensure income to the Council's budgets.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	Responsible for the day-to-day operation of the Business centres, Industrial Units and Open Compounds by ensuring that all policies, procedures and legislation are adhered to. Working with all tenants to ensure that any problems or complaints are resolved at the earliest opportunity.
2.	Managing the selection of the tenants for the Business Centres, Industrial Units and Open Compounds to ensure that all relevant information is assessed prior to instructing Legal Services to prepare individual unit leases i.e., • Instruct Legal Services ensuring that the charges for Rent , Service Charge, Legal fees and unit bonds are current for the financial year.
3.	To ensure that the Ark and Oak Centres are staffed to ensure continuity of service to

	the tenants, by setting rotas, checking leave entitlements, and arranging cover at both Centres.
4.	Responsible as budget holder for the Ark and Oak Business Centres, Industrial Units and Compounds. Assist the Property Manager in the budgetary control of the business centres, industrial units and compounds by aiding the budget setting and revision process and by ensuring that all expenditure is within the set budgetary limits
5.	Ensure compliance with all statutory & legislative acts and orders e.g., Disability Discrimination Act, Office Health and Safety, Fire regulations, Legionella regulations and all Council policies and procedures
6.	Responsible for identifying and reviewing with staff who report directly, their training and development needs and bidding for the resources needed to provide those staff with skills required to achieve corporate objectives. Carry out annual staff appraisals (PDRs) in accordance with the Council's requirements.
7.	To ensure that the buildings are maintained and regular checks are carried out on both business centres and all industrial units and reporting any need for repair to the Assets & Property Manager.
8.	Ensure that all aspects of Security, i.e., programme security fobs for access, egress. Responsible for the CCTV management, monitoring and operations within the business centres and car parks.
9.	Regular monthly meetings with the Property Manager, Legal Services and Income to establish any difficulties with tenant payments and leases.
10.	Carry out leaving inspections and annual inspections of all business units, take utility meter readings for final billing
11.	Update all application forms and spreadsheets ensuring that correct rental/service charge figures are correct at the time. Keeping Charnwood Business Centre website updated showing available units.
12.	Respond to any daytime calls in connection to alarms where required.
13.	To ensure intruder and fire alarms are operational 365 days a year. To arrange and supervise fire drills at the business centres at least once a year. To maintain and check that notices of fire proceedings are correct and that staff on site are available to respond/monitor alarm activations
14.	Calculate performance indicators for all business centre and industrial unit lettings.
15.	To liaise with the Assets & Property Manager for arranging any leave to ensure that adequate cover is available for the duties attached to your post.
16.	Delivery of an effective and appropriate service to all service users, fairly and without discrimination.
17.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
18.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

The nature of the work may involve the jobholder carrying out work outside of normal working hours.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility

entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Assets and Property Manager

Date: August 2025

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	Essential	Desirable
<u>Qualifications</u> Good level of maths and English Demonstrable experience identified within the section below.	✓	✓
<u>Experience</u> <u>Past experience of the supervision/management of business centres or similar establishments is required.</u>		✓
<u>Skills / Knowledge</u> The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
<u>Interpersonal Skills</u> Good communication skills are essential. Able to make decisions.	✓	

	Essential	Desirable
<p><u>Other requirements</u></p> <p>An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.</p>	✓	

<p>Prepared by: Assets and Property Manager</p> <p>Date: August 2025</p>
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