

HARBOROUGH DISTRICT COUNCIL

POST TITLE: Business Centres Manager

GRADE: 9

SERVICE AREA: Corporate Asset Management

RESPONSIBLE TO: Head of Property Services

RESPONSIBLE FOR: Operations Manager
Reception team (3)

DATE ISSUED: December 2025

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

Essential Car User Allowance. A full, current driving licence and suitable vehicle is required.

JOB PURPOSE:

Harborough Innovation Centre (HIC) and Harborough Enterprise Centre (HEC) provide business workspaces and support services to start-up, growing and Small to Medium Enterprise businesses in the Harborough District. You will manage a team to deliver first class professional customer service, both internally and externally across the two Business Centre sites. You will ensure that both the HIC and the HEC remain professional business centres through effective facilities management as well as opportunities for tenants to network and support each other to grow. You will manage and oversee a structured Marketing and Communications plan to ensure the Business Centres message remains relevant to potential tenants and business customers as well as promoting the benefits of basing a business at Market Harborough Business Centres. You will lead your team to provide resident businesses with the necessary business support opportunities to allow business to take advantage of external funding opportunities that are available from the Council and a range of external funders and specialist advisors as well as facilitating seminars and workshops. The post will also be responsible for developing new initiatives, products and services and to seek new business opportunities that will generate additional income for the HIC and HEC to contribute to the sustainable growth of Harborough District.

JOB ACCOUNTABILITIES:

- 1) To be accountable and have oversight of the overall management and performance of the HIC and HEC by: -
 - Writing and delivering against the Strategic business plans for both the HIC and HEC.
 - Maintaining confidentiality in all aspects of clients and staff.
 - Ensure that an appropriate competent employee is always on duty and able to deal with emergency procedures during working hours at both centres.
 - Ensure that all policies and procedures are being followed at both centres.
 - Cover for the Operations Manager as required providing support at HIC and HEC.
 - Ensure that the HIC's Operations Manager have access to the necessary resources available to support the HIC Businesses to grow and develop.
 - To lead and support the management of the café team at the business centres providing refreshments to tenants and visitor and catering for meetings and events.
 - Actively contribute to a unified environment by working collectively with all customers of the HIC and HEC, developing and maintaining relationships to ensure effective delivery of service.
 - Ensure that the HIC and HEC Businesses and visitors receive professional service and support.
 - Ensure all enquiries received by telephone, post and electronic means are responded to within the Council's agreed timescales and ensuring adherence to the Council's Customer Care and Complaints procedure standards.
 - Working with the Council's Information Communication Technology Team (ICT) and Facilities services, to ensure the effective running of the Centres for the benefit of building users.
 - Leading on proposing and implementing capital schemes for the improvement of the business centres.
 - As part of the Council's Economic Development Service to promote and support the delivery of Business Support services at the HIC and HEC.
 - Support with the Council's Economic Development Service to run an active business events and workshop schedule – ensuring the operational management is undertaken on the day and the input of footfall information onto the relevant Customer Management System.
 - Work with the Council's Economic Development service to develop and maintain links between the HIC, the HEC and organisations in the local economy, both public and private sectors. Network with influencers and inward investment bodies targeting potential customers as required.
 - Devise and create a Marketing and Communications plan working with the Council's Communications team to ensure the Business Centres are marketed effectively with a calendar of events, workshops and seminars.
 - Develop and maintain strategic partnership working with organisations from all sectors to facilitate business development and support in the local area.

Lettings

- 2) To attract new eligible businesses to the HIC and HEC whilst ensuring current HIC and HEC Businesses receive first class professional services.
- 3) To programme and undertake an annual review with each business at the centres. This is to ensure that the businesses have access to tailored business support and provide feedback to the Council. Should the business no-longer comply with the eligibility criteria, the post-holder will, develop an exit programme in compliance with the Council's Policies, in particular the Council's Centres Letting Policy Guidance.
- 4) To review space utilisation at the HIC and HEC with the aim of maximising the opportunities to generate additional fee paying/income generation opportunities.
- 5) Maintain an awareness of Harborough District Council's range of services, in particular, Invest Harborough and other projects and expertise to promote appropriately to partners and clients.
- 6) Utilise a range of media channels to promote letting and work with the Council and partners to gain onwards referrals of potentially eligible businesses.

Financial

- 7) To be responsible for preparing the annual budgets for both the HIC and HEC with the support of the appropriate Head of service and reporting to the Council on actual performance.
- 8) To be responsible for managing the centres in line with the annual budgets and the business plan, and ensure that any deviation from this is reported and steps taken to rectify any negative trends at the earliest possible opportunity.
- 9) To work with the Council's Finance Team and report Financial Management Information including monthly billing and revenue collection, demonstrating a good understanding of Profit and Loss (P & L) reports and managing costs.
- 10) To report to the Council on operational and capital performance, including exceptions providing context, explanation and recommendations as required.
- 11) Create and present lettings and additional services revenue plans as part of a structured strategic business plan.

Team Development

- 12) Team management, to include all HIC and HEC staff including temporary cover as well as third party agencies.
- 13) Following the Council's Human Resources Policies, manage, recruit and support the team to the required standards of performance and service levels to ensure

that the Business Centres achieve the maximum operational standards set by the Council.

- 14) Ensure the continuing professional development of staff by undertaking regular one to ones, annual appraisals and performance management with direct reports, whilst ensuring staff with direct report do likewise.

Reporting

- 15) Develop and implement HIC and HEC Business Plans and annual plans which will include risk management and updated communication plans focussing on social media and online channels with links to the Council and Key partners.
- 16) Analyse and prepare monthly management information reports which include finance and performance data for the Council.
- 17) Capture and record key performance indicator information including information relating to economic impact and Business Support activity.
- 18) Prepare and provide quarterly and annual reports on finance and performance for the Council.
- 19) Identify and manage opportunities and new revenue streams through innovative use of Council owned assets by aligning commercial strategies with the Councils wider aims such as sustainability and community benefit.

Other requirements

- 20) As a term of employment the post holder may be required to undertake other such duties as may reasonably be required of you in the post and team mentioned above or in a comparable post in any of the Organisation's other teams at any of the Authority's establishments
- 21) To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies
- 22) Be responsible for own development by attending training courses and meetings as and when requested to do so.
- 23) Health and Safety

To be familiar with and at all times comply with

- the Council's general health and safety policy,
- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
- Local department specific health and safety procedures as amended or added to from time to time.

To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.

To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

| JOB TITLE: Business Centres Manager | | | | | | | |
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| TEAM: Corporate Asset Management | | GRADE: 9 | | ALLOWANCE: N/A | PERMANENT YES | WEEKLY HOURS: 37 Usually worked between MON-FRI 8:30am-5pm | |
| CRITERIA FOR SELECTION: (Justifiable as necessary for safe and effective performance) | | ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria) | | | ADDITIONAL/USEFUL REQUIREMENTS (Where available, elements that contribute to improved/immediate performance in the job) | | |
| Qualifications | | Relevant Minimum Degree Level qualification in a Business-related subject or able to demonstrate equivalent aptitude. | | E/I/A | Customer care / relations qualification | | E/A |
| | | Full valid driving licence and access to a suitable vehicle – Casual car user. | | A/E | Qualification in Business Management | | |
| | | | | | Record of continual professional development | | |
| Experience | | Experience in private sector business development at manager level. | | I/A | Previous experience of successful management of a business centre or similar commercial enterprise | | I/A |
| | | Experience of sustained business growth and building long-term business relationships | | I/A | Use of document management systems | | I/A |
| | | Financial and facilities management experience, including profit and loss management across a range of cost centres. | | I/A | Production of statistical information/reports | | I/A |
| | | Experience in sales and client support in a business-to-business environment. | | I/A | Use of CRM and purchasing system software | | I/A |
| | | Experience in people management, including leading and motivating a business support team. | | I/A/T | | | |
| | | Experience of managing, monitoring and reporting on a large budget. | | I/A | | | |

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|--------------|---|-------|---------------------------------------|---|
| | Report writing including statistical information and presentation experience. | I/A | | |
| Behaviours | Professional, diplomatic, confident, conscientious, flexible, enthusiastic, proactive, approachable, diligent and self-motivated. | I | | |
| Other Skills | Excellent sales, negotiation and persuasion skills. | I/A | Understanding a political environment | I |
| | Good diplomacy skills, tact and ability to deal with matters of a confidential nature. | I | | |
| | Attention to detail/completer finisher. | I/A/T | | |
| | Excellent organisational skills and highly numerate. | I/A/T | | |
| | Excellent communication and refined networking skills. | I/A/T | | |
| | Team player and team leader with ability to motivate, lead, develop and delegate tasks to team. | I/A/T | | |
| | Highly self-motivated and proactive with a desire to contribute to the HIC, the HEC and the Council's aims and strategies. | I | | |
| | Strategic thinker and customer focussed. Ability to work under pressure and multi-task. | I/T | | |
| | Intermediate use of Microsoft Word, Excel, Teams and Outlook. | I/A | | |

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| | | <p>Ability to work occasional evenings and weekends.</p> <p>Act as an Out of Hours contact in relation to the security of the business centres.</p> | I | | |
| Application Legend | A=Application Form | I=Interview | T=Test/Assessment | E=Evidence | |