

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Business Centre Support Assistant

GRADE: 3

SERVICE AREA: Property Services

RESPONSIBLE TO: Operations Manager

DATE ISSUED: July 2026

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.

JOB PURPOSE:

Harborough Innovation Centre (HIC) provides office accommodation, meeting facilities and business support services to a diverse range of start-up, growing and established businesses.

The Business Centre Support Assistant plays a key role in the day-to-day operation of the Council's business centre facilities, delivering professional customer service and operational support to tenants, visitors, contractors and service users.

The postholder is responsible for delivering a wide range of centre services, including customer enquiries, meeting room and event support, catering provision, facilities requests, contractor access, administrative processes and business support activities.

The role contributes to maintaining a safe, professional and welcoming environment, ensuring high standards of customer experience and service delivery.

The postholder will also support the promotion and utilisation of centre services through website content, social media activity, customer communications and marketing initiatives, whilst assisting customers with specialist facilities and equipment where required.

JOB ACCOUNTABILITIES:

1. Customer Service & Tenant Support

Deliver a professional and responsive customer service to tenants, visitors, contractors and service users, acting as a key point of contact for enquiries and service

requests, ensuring issues are resolved, escalated or referred appropriately in accordance with Council policies and service standards.

Provide reception, telephone, switchboard and virtual reception services, representing resident businesses where required and maintaining confidentiality at all times. Assist in managing the shared office email accounts.

Develop and maintain positive working relationships with customers, stakeholders and Council colleagues, contributing to a welcoming and customer-focused environment.

2. Centre Operations & Facilities Management

Support the day-to-day running of the business centre, ensuring customer facing areas remain safe, secure, clean, professional and welcoming, including the perimeter of the building.

Manage the receipt, storage and distribution of mail, parcels, deliveries and customer items, ensuring they are handled securely and efficiently. Manual handling training will be provided as some parcels can be large and vary in weight.

Coordinate access arrangements including keys, security fobs, contractor attendance and visitor access in accordance with site procedures.

Monitor the presentation and condition of communal areas, meeting spaces and customer facilities, undertaking light housekeeping duties where appropriate and coordinating the reporting and resolution of maintenance, cleaning and health and safety issues.

Arrange contractor access, maintain communication with contractors and Facilities Management teams, and report updates or issues to management where appropriate.

3. Meeting Rooms, Hospitality & Event Support

Coordinate meeting room, conference and event bookings, ensuring customer requirements are identified and appropriate facilities and services are provided. Movement of tables and equipment may be required.

Prepare meeting and event spaces, coordinate catering arrangements and hospitality services, deliver refreshments where required and ensure rooms are restored to operational standards following use.

Promote additional centre services and facilities to maximise customer satisfaction and utilisation of business centre resources.

4. Café Operations Support

Support the operation of the onsite café through the preparation and service of refreshments and food offerings, maintaining food hygiene standards and providing operational cover during periods of absence, leave or increased demand.

Undertake relevant training and maintain required certifications to support café operations and food safety compliance.

5. Marketing, Communications & Business Promotion

Create and maintain website content, social media posts, promotional materials and news articles to support awareness of the business centre's facilities and services.

Respond to enquiries relating to office space, meeting facilities and centre services, promoting available facilities and supporting occupancy and booking targets.

Assist with customer communications and marketing initiatives that enhance awareness and engagement with the Council's business centre offer.

6. Specialist Facilities & Technical Support

Provide first-line support for specialist facilities and equipment, including meeting room technology, audio-visual systems and podcast studio facilities, assisting customers with operation and troubleshooting where appropriate.

Support the provisioning of customer IT and telecommunications services, logging faults, coordinating support requests and maintaining service records.

7. Financial & Administrative Support

Record customer bookings, room hire, catering requests and additional services, ensuring accurate information is captured for billing and reporting purposes.

Monitor stock levels and coordinate the ordering of supplies, consumables and equipment required for centre operations.

Assist with managing the shared office email accounts, actioning emails and enquiries collectively.

Responsibility for the postage franking equipment including supply of consumables, topping up credit to the machine, and administration of customer postage recharges using the customer relationship management system.

Use of photocopying, binding and ordering consumables

Produce reports and maintain administrative records to support the effective management of the business centres.

Raise purchase requisitions, monitor purchase orders and maintain associated records, ensuring goods and services required for centre operations are ordered and received in accordance with Council procedures.

8. Corporate Responsibilities

To uphold and demonstrate the Council's Behaviour Competency Framework to at least Level 1.

As a condition of employment, the postholder may be required to undertake such other duties as may reasonably be required within the scope and grading of the post, or within a comparable post, at any of the Council's establishments.

To ensure compliance with all Council policies, procedures, statutory requirements and guidance relating to Equality, Diversity and Inclusion, Equal Opportunities, Health and Safety, Safeguarding, Communication and Involvement.

To be familiar with and comply at all times with the Council's Health and Safety Policy, specific health and safety procedures and local service health and safety arrangements.

Report any unsafe practice, accident, incident, dangerous occurrence or hazard identified during the course of duties.

Take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions at work.

Maintain any Personal Protective Equipment provided and report any defects promptly.

Co-operate with colleagues and the Council to ensure compliance with health and safety requirements.

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

JOB TITLE: Business Centre Support Officer					
TEAM: Business Centres	GRADE: 3	ALLOWANCE: N/A	PERMANENT YES	WEEKLY HOURS: 16 hours	
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	GCSE Grade C/4 or above Mathematics and English Language or equivalent or able to demonstrate equivalent aptitude	E/I/A	Customer Service or Customer Relations qualification	E/A	
			Qualification in Business Administration	E/A	
			Qualification in use of ICT, Digital Media, Marketing or a related subject	E/A	
			Qualification in Food and Hygiene	E/A	
Experience	Experience of providing high quality customer service in a customer-facing environment.	I/T/A	Experience of supporting audio-visual, IT or meeting room technology	I/A	
	Experience of handling customer enquiries and resolving routine issues.	I/T/A	Experience in managing shared email account.	I/A	
	Experience of using Microsoft Office applications including Word, Excel, Teams and Outlook	I/A	Experience of administrative duties, use of a telephone switchboard, postal franking machine, parcel delivery logging and monitoring.	I/A	
	Experience of producing professional written correspondence and communications	I/T/A	Experience of working within a business centre, hospitality, café or similar customer service environment.	I/A	
	Experience of administrative duties, including, reception, telephone call distribution, email maintenance, incoming and outgoing post.	I/A	Experience of using CRM, booking or document management systems.	I/A	
	Experience of effective team working.	I/A	Experience of creating marketing materials, photography or promotional content.	I/A	
	Experience of managing room bookings, events and hospitality services or able to demonstrate equivalent aptitude.	I/T/A			
	Maintaining accurate records and using computerised systems.	I			

	Experience of processing purchase requisitions, purchase orders, invoices or similar financial administration processes. Experience of updating websites, social media platforms or digital communications.	I/A I/A			
Personality	Confident, professional and approachable. Conscientious, reliable and adaptable. Customer focused with a positive and proactive attitude. Able to build effective working relationships with a range of customers, contractors and stakeholders. Able to work independently and as part of a team.	! I/A I/A			
Other	Excellent written and verbal communication skills. Strong interpersonal and customer service skills. Good organisational and prioritisation skills. Ability to manage competing demands and work effectively under pressure. Ability to use initiative and make appropriate decisions within established procedures. Intermediate Microsoft Office skills, including Word, Excel and Outlook. Ability to learn and use new systems and technologies. Ability to maintain accurate records and administrative information.	I/T/A I I/T I/T I/T I/A I/A I/A	Experience of website content management systems. Experience of social media management tools. Basic understanding of audio-visual or podcast equipment. Barista training or experience of café operations. Full UK driving licence and access to a suitable vehicle for business use.	I I I I / A I / E	
Application Legend		A=Application Form	I=Interview	T=Test/Assessment	E=Evidence