IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council
Job Description: K98**c**

Lead Centre Co-Ordinator

Main Purpose of Job

To manage the day to day running of IP-City Centre, providing an efficient and effective professional service to tenants and all other visitors to the site.

Main Duties

1. To ensure the day to day activities of the Centre administration are completed in a timely and accurate manner including general reception, switchboard and administration duties, post, photocopying, filing etc.

2. To ensure the centres office space and conference facilities are marketed, as required, in conjunction with others. Develop and update procedures as required for all aspects of running the centre.

3. Develop and maintain relationships with tenants, prospective tenants and clients to ensure smooth and consisting running of the Centre.

4. Undertake the Facilities Management role for IP-City Centre ensuring ongoing upkeep and maintenance. Liaise with contractors and oversee alterations, maintenance and building works in conjunction with others.

5. To manage health and safety within area of responsibility maintaining health, safety and welfare of employees, tenants and members of the public ensuring that employees are trained in, and adhere to safe working practices and environmental procedures. Ensure all health and safety procedures are carried out in a timely and accurate manner. Carry out risk assessments as required.

6. Responsible for the day to day activities of the centre; including problem and issue management, escalation and prioritisation to ensure high levels of customer satisfaction. Develop improvement strategies for the facilities and update procedures to increase effectiveness.

7. Oversee conferencing, events and other functions ensuring a professional service is provided. Ensure all monthly invoicing is produced in a timely and accurate manner.

8. All centre staff are expected to go on the call out rota which will be flexible to suit centre needs.

9. Such variations as may be required from time to time without changing the general character of the duties shown above or level of responsibility.

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Person Specification

Job Title: Lead Centre Co-ordinator

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	NVQ Level 3 in customer care or business administration or a related field.	First aid at work Health and Safety Qualification	
Relevant experience	Previous experience of working in a customer focused environment. Experience of general office duties. Experience of organising conferences/meetings/events	Knowledge of operating serviced office accommodation	
Specialist knowledge	Working knowledge and competent user of all Microsoft Office applications/ systems Working knowledge of Health and Safety at work procedures.	Knowledge of door security systems	
Personal skills	Excellent communication skills both written and verbal at all levels within an organisation. Ability to organise and prioritise workload and meet deadlines. Effective interpersonal skills with people at all levels, including ability to use tact, diplomacy and persuasiveness. Demonstrates a customer-focussed and responsive approach that improves service delivery.		

	Ability to be adaptable and work flexibility with colleagues in order to prioritise and provide support at the centre. Proven excellent organisational skills. Previous experience of delivering excellent customer focused service		
Special working conditions	Occasional out of hours working to facilitate conference users. Flexible call out rota in place Receive occasional out of hours calls & act accordingly		