

## **ADMINISTRATION SUPPORT (MATERNITY COVER - MINIMUM OF 6 MONTHS)**

**LOCATION: MARKET GATES SHOPPING CENTRE, GREAT YARMOUTH**

### **Job Purpose**

To be responsible for the day to day administration and provide support to the Centre Manager & Deputy Centre Manager.

### **Key Objectives**

- Supporting the Centre Manager & Deputy Centre Manager in the effective management and operation of the centre.
- General administration duties such as filing, answering phone calls, greeting visitors, photocopying and other duties requested by the Deputy and Centre Managers.
- Co-ordination of marketing activities, social media, tenant liaison, local stakeholder communication, administration management including invoicing, mall promotions and car park income.

### **Key Accountabilities**

- To develop and maintain the positive image of the property in its location.
- Answering telephone, ensuring all calls are announced and resolved, taking messages where necessary. Respond to all customer correspondence in a timely and efficient manner. Ensure that all situations are given the necessary degree of attention and immediacy to ensure positive retrieval or rectification of the problem or incident.
- To maintain an efficient filing system.
- To do all photocopying as required and ensure all office machinery and equipment is maintained on a regular basis.
- To assist in producing regular reports on all aspects of property performance.
- Foster positive working relationships with all tenants and provide assistance wherever necessary to resolve problems, answer queries and achieve high levels of customer satisfaction.
- Contribute towards the overall marketing programme for and promotion of the Centre, monitoring and managing the digital and other media where necessary, manage the commercialisation for the Centre and assist with events in the Centre.
- Collect and distribute incoming/outgoing mail.
- Pursue initiatives to generate additional income in conjunction with the Centre Manager or any third party appointed company.
- To raise purchase orders and ensure all invoices within service charge authority levels are administered and suitably coded for approval by the Deputy Centre Manager prior to payment by the managing agent's accounts department.
- To create and maintain comprehensive Health and Safety files.
- Maintain, establish and develop appropriate relationships and communication channels with all retailers, tenants and other stakeholders (including members of the public,

colleagues, line manager and client representatives) to ensure that service levels are maintained.

- To promote a pleasant working environment and liaise with in-house and contract staff on a daily basis.
- To receive visitors and offer refreshments.
- To assist with stationary ordering and ensuring adequate supplies of tea, coffee, sugar etc are always available.
- Manage and develop relationships with contractors to ensure compliance with contracts and continued delivery of agreed services.
- Maintaining and developing relationships with all retailers to monitor and record trade performance, providing corresponding reports.
- Any other duties as directed by your line manager.

### **Person Specification**

These are the minimum key areas of knowledge, skills and experience.

- Understand how the industry and the company functions.
- Able to work as part of a team, supporting colleagues.
- Good knowledge of IT software such as Word, Excel and databases
- Basic knowledge of administration controls, able to communicate effectively both verbally and in writing.
- Excellent organisational and time management, able to meet tight deadlines and respond in emergency situations.
- Self-motivated and able to work on own initiative without ongoing direct supervision.
- Excellent interpersonal and communication skills able to effectively communicate at all levels and operate comfortably as part of a multi skilled team.
- Willingness to adopt a flexible approach to working patterns in order to respond to the changing needs of the Centre.
- Interest in the 'retail environment' and changing trends / challenges for retailers together with an understanding of their occupational requirements.

Send your CV to: [HR@ashdownphillips.com](mailto:HR@ashdownphillips.com) for more information and to be considered for this position.