

CENTRE MANAGER

LOCATION: MILTON PARK INNOVATION CENTRE, MILTON PARK

Ashdown Phillips is a specialist property management company. We are a team of experts, focused on providing a brilliant property management service.

Brilliance is a bold ambition: a lofty claim, often too easily made. It is not something we talk about lightly. We are experts, so we know what we are doing. We are focused, so we are confident we do it well. But we always want to be better, so we use brilliance as our benchmark.

We're looking a talented team player to join our growing team in, so, if the below sounds like the job for you you'll be delighted to know that we offer a competitive benefits package.

Job Purpose

The Milton Park Innovation Centre is a busy and fast paced building and the service and facilities we offer is what makes the occupiers choose to base their businesses here. The role of Centre Manager is a varied one, taking responsibility for all operations throughout the building, but also extremely rewarding when you witness the excellent results and great feedback from our customers.

Responsibilities

Sales and Marketing

- Promptly respond to all incoming sales enquiries and arrange viewings.
- Confidentially carry out viewings on available offices spaces, highlighting the benefits of Milton Park, the Centre and all additional services.
- Proactively manage the pipeline to ensure high occupancy levels at all times.
- Co-ordinate, run and attend occupier and clients events.
- Increase customer engagement through social media, signage and surveys.

Customer Service

- Build strong relationships with the occupiers and keep abreast with future plans.
- Delivery exceptional customer service at all levels to all clients, suppliers and occupiers.
- Deal with any escalated issues.

Staff

- Manage and motivate the team on a day to day basis.
- Approve holiday requests and ensure sufficient cover at all times.
- Carry out annual appraisals and regular reviews for the 5 members of the team, with the support of Nikki Godding.

Administration and Finance

- Run weekly and monthly reports.
- Maintain all customer records.
- Complete licence and service agreements between the client and end customers within set timeframes.
- Provide accounts with weekly and monthly charges.
- Liaise with accounts to approve charge raises and direct debit runs.
- Approve supplier invoices and work within a set budget.

Operations

- Oversee customers moving in and out of the building ensuring sufficient handbacks of the rooms and full inductions for new customers.
- Keep the operational procedure manual and occupier handbooks up to date at all times.
- Run the continuous improvement strategy, looking for areas for improvements, building business cases and implementing.
- Monitor and manage all facilities and where required liaise with FM department.
- Manage suppliers, to ensure work is completed in time to the right standards.

Qualities

- Enthusiastic and passionate.
- Hands on approach.
- Self-motivated and a can-do attitude.

Skills and experience

- Excellent Customer Service skills.
- Ability to motivate and manage a team.
- Experience of selling or marketing a product or service.
- Capable of making decisions and acting on own initiative.
- Excellent organisational and time management, able to meet tight deadlines and respond in a timely manner.
- Business acumen.
- Excellent interpersonal and communication skills able to effectively communicate at all levels.
- Excellent IT skills, in particular Microsoft Outlook, Word and Excel.

Although the skills and experience is desirable, it is not all essential to be considered for this role. We are looking for the right person with the right attitude to run this sought-after Business Centre.

Full-time permanent contract

Working hours - 37.5 hours per week, Monday to Friday 08:30am to 5.00pm.

Competitive Salary

Holiday – 25 days + 8 bank holidays

Please send CV and covering letter to, Nikki Godding nikki.godding@miltonpark.com .