

### Job Description and Specification

Job Title:	Centre Coordinator
Location:	Queen Victoria House
Employer:	Nwes Property Services Ltd
Line Manager:	Operations Manager
Hours:	Full time – 40 hours per week May include occasional evening or weekend work
Purpose / Responsibilities:	<ul style="list-style-type: none"> <li>• Understand how the Centre Coordinator role supports the organisation's overall strategy</li> <li>• Coordinate the effective day to day running of the centre</li> <li>• Deliver a high standard of customer service to all centre users</li> <li>• Promote and sell office units, conferencing facilities, and virtual tenancies via a multi-faceted approach including but not limited to attending / hosting networking events, social media and engaging with the local business community</li> <li>• Monitor and achieve key performance targets, including occupancy, sales, and virtual services</li> <li>• Prepare and manage all tenancy documentation in line with company procedures</li> <li>• Ensure timely and accurate production of monthly invoicing information as per company procedures</li> <li>• Compile and present statistical and contextual reports as required</li> <li>• Perform general reception and administrative duties, including switchboard management, managing conference bookings, handling post, photocopying, purchasing, and filing</li> <li>• Coordinate conference and event bookings, providing on-site support where required</li> <li>• Carry out and supervise Health &amp; Safety checks in line with company requirements as per company procedures</li> <li>• Maintain accurate reporting on facilities-related matters in accordance with company procedures</li> <li>• Develop and update operational procedures where necessary as per Quality Management System procedures</li> <li>• Maintain a strong and professional relationship with all external partners</li> <li>• Participate in an on-call rota for out-of-hours support (company mobile provided)</li> <li>• Provide cover at alternative centres as requested</li> <li>• Actively promote all products and services within the group portfolio, ensuring clients are fully informed</li> <li>• Work with other departments across the group as required</li> <li>• Undertake any additional duties as requested by the line manager</li> </ul>

## Job Description and Specification

### Characteristics

	Essential	Desirable
<b>Physical characteristics</b>	<ul style="list-style-type: none"> <li>• Ability to cover at other sites</li> <li>• Ability to operate both in a fixed office environment and in a peripatetic nature</li> </ul>	<ul style="list-style-type: none"> <li>• Access to own vehicle</li> </ul>
<b>Work experience</b>	<ul style="list-style-type: none"> <li>• Reception duties</li> <li>• Sales Experience</li> <li>• Marketing Experience</li> <li>• Strong administration experience</li> <li>• Dealing with customers</li> <li>• Working to operating procedures</li> </ul>	
<b>Knowledge and Skills required</b>	<ul style="list-style-type: none"> <li>• Competent in using Microsoft Word, Excel, PowerPoint and Outlook</li> <li>• Good organisational skills</li> <li>• Knowledge of working with quality procedures</li> <li>• Understanding of the importance of producing data accurately in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of the geographical area that the role covers</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Excellent customer service and interpersonal skills</li> <li>• Ability to deal with a variety of individuals and establish a working relationship whilst maintaining a professional approach</li> </ul>	<ul style="list-style-type: none"> <li>• Able to present information to others using a variety of formats such as reports and presentations</li> </ul>
<b>Aptitudes</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure, to targets and to deadlines</li> <li>• Ability to retain information and adapt quickly to a change in environment</li> <li>• Ability to follow structured operating procedures</li> <li>• A natural ability to get on with people</li> <li>• Ability to prioritise own workloads</li> <li>• Ability to learn and assimilate new ideas quickly and effectively</li> </ul>	
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Ability to make things happen and have a positive attitude</li> <li>• Ability to gain client confidence in a short space of time</li> <li>• Open and Friendly</li> </ul>	
<b>Motivation</b>	<ul style="list-style-type: none"> <li>• Ability to promote all GEG services and cross sell products where possible</li> </ul>	
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Flexibility to work outside normal working hours</li> <li>• Willingness to provide on-call cover using company mobile phone</li> </ul>	