

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Senior Operations Co Ordinator	JEID	M0596
Salary Grade:	Grade G		
Team:	Economy and Skills		
Service Area:	Business Centres		
Primary Location:	Eliot Park Innovation Centre, Centenary Business Centre & Sir Frank Whittle Business Centre		
Political Restriction	This position is not politically restricted.		
Responsible to:	Lisa Smullen – Operations Manager		
Responsible for:	N/A		

Role Purpose

To support the Operations and Strategic Managers by undertaking a diverse and comprehensive range of operational, customer focussed, administrative, commercial and finance related duties. The post will be predominantly based at Eliot Park Innovation Centre in Nuneaton, however, travel to and working from the Business Centre sites across the County will be necessary as required.

Role Responsibilities

- To ensure that the Business Centre Management Software (Clarity) is maintained and updated as and when necessary and that all associated working documentation relating to finance, legal, marketing, building services etc. is regularly revised and or following discussion with the operational or strategic manager
- To be the lead trainer and 'go to' person for all queries relating to Clarity, Agresso & finance queries
- To take administrative responsibility and to report to the Operational and Strategic Managers with regard to the ongoing implementation of the Business Centre portfolio rent increases (both RPI and annually agreed licence increases), transfer of Business Centre leased units legal basis from protected to

unprotected leases, together with 3 year phased rent increases as strategically agreed

- To liaise with the Technical Design Authority (TDA), ICT and principal accountant with regard to ensuring that all financial transactions (invoices for rent, service charges, ad hoc charges etc.) are correctly processed and recorded accordingly
- Maintain an extensive working knowledge of the Agresso finance software in order to be able to assist and train any of the Business Centre team
- To assume responsibility that all monthly customer invoices are accurately issued within the prescribed timescales
- To produce detailed spreadsheets of current costs/ income
- Identify better ways of working
- To assume responsibility that all supplier invoices are checked for accuracy against goods or services received
- To assume responsibility for full and ongoing compliance with contract and financial standing orders
- To monitor and maintain the Business centre centralised supplier contract register, ensuring ongoing progress towards a standardised and unified supplier base across the Business Centre portfolio
- To ensure a comprehensive understanding relating to the implications of the GDPR legislation and how it impacts both the Business Centres and where applicable Business centre customers.
- In conjunction with the Operations Manager, take responsibility for elements of the monthly Business Centre financial forecasting process. Typically, individual Business Centre sites
- Assume responsibility for the financial reporting and performance statistics in relation to the business club, conference and meeting room and voice and data revenue streams across the portfolio
- Monitor and report to the Operations and Strategic Managers on a quarterly basis, the site costs/overheads incurred that require discussion and % allocation to the respective Business Centre's unit holders service charge
- Calculate, process and issue the quarterly service charges for the leased unit sites
- To report to the Operations and Strategic Managers on a monthly basis
- To assume responsibility for the accurate production of the Business Centre's performance dashboard
- To monitor debtor days and ensure that customer accounts are paid in accordance with WCC terms. Proactively assume responsibility for referrals to legal for collection
- Maintain an effective working knowledge of Health and Safety (H&S) requirements ensuring that as far as practicable, any unnecessary risks are identified and addressed

- Reconciliation and banking of vending machine, postage, cash sales income
- Out of hours call out if required
- To be willing to help deliver a diverse range of conference and meeting room services, including the setting up of room facilities, catering services (front of house and kitchen), while maintaining a 100% focus on providing customer centric solutions to positively enhance the overall customer experience, as and when required
- To cover reception during lunchtimes, sickness and holidays
- Generally contribute to the Business Centre team and customer experience by providing exceptional levels of customer care, while identifying and implementing any opportunities to add value and increase revenue streams
- Deputise for the Operations Manager if required

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Full understanding and experience of a busy customer facing role, together with the importance of a true customer service philosophy	(A) (I)
Good literacy and numeracy skills	(A) (T) (I)
To be able to contribute to and quickly adapt and learn new software systems, procedures, processes etc	(A) (I)
To be able to analyse and interpret factual information to solve straightforward problems	(A) (I)
NVQ Level 3 in Business Administration or equivalent relevant work experience	(A) (I) (D)
To be proficient in the use of the Microsoft range of software packages & use a keyboard with precision & speed	(B) (I) (T)
To be able to communicate, in person and/or in writing, a variety of information to a range of people	(C) (T) (I)
To have experience of working with financial management systems, together with a understanding of business processes i.e. orders, invoicing, goods receipting, credit notes, debt recovery etc	(A) (I)
To be able to reconfigure/clear a conference or meeting room, including moving tables, collecting plates, serving dishes etc. and loading the dishwasher when required	(A) (I)

Experience of working within multi -occupancy buildings	(T)(I)
The ability to work under pressure including meeting deadlines and dealing with interruptions	(A) (I)
The ability to cope in situations where there is an emotional demand arising from the work being undertaken and those who might be affected	(A) (I)
Experience of handling and processing manual or computerised information	(A) (I)
To be able to work with some initiative and little close supervision	(A) (I)
Ability to be able to travel independently between Business Centre sites within Warwickshire. Full valid UK driving licence	(A) (D)

Desirable Criteria

Assessed By:

The ability to use Agresso	
Have some understanding of small businesses	
Have an understanding of facilities management	

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

Provision of personal care on a regular basis

Driving HGV or LGV for work

<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	