

Job Description

Position:	Assistant Business Centre Manager
Reporting to:	Business Centre Manager (BCM)
Employee Responsibility:	Service Co-ordinator, Senior Service Co-ordinator/ Barista/ On Site Cleaning and Maintenance Operatives / Contractors
Key relationships:	All Team & Avanta Clients

Job Profile

To meet the company standard of high level customer service and customer satisfaction is the main focus of the role helping to meet the expectations and requirements of the customer and Avanta Managed Offices Limited.

Working within a team of customer care providers, to work closely with BCM of the centre to ensure teams are managed on a daily basis and in conjunction with the BCM for the development of the team and to ensure profitability of the business unit, company, centre goals and personal objectives.

Competencies for the Role

Client First	Making Considered Decisions	Effective Communication
Persuasive Communication	Planning & Organising	Team Working
Resilience	Developing Self	Developing Others
Change & Innovation	Leadership	Goal Focus
Business Awareness		

Responsibilities

- **Supervision of Service Co-ordinators, Senior Service Co-ordinators and Maintenance Operatives**
 - Manage the team in the absence of the BCM
 - Full involvement in the training and development of the team to include all new team members in conjunction with the BCM, through the company training and development aids. These include, but not exhaustive of, One Team Induction Workbook, LEAP and ICS
 - Involvement in inducting new team members
 - Liaising with the BCM on team member development, training and behaviours
 - Ensure that all teams adhere to the Policies and Procedures of Avanta
 - Conduct all 'Back to Work' interviews on absent team members on their return in conjunction with the BCM
 - Ensure personnel information on Octopus is updated regularly
 - Conduct and attend regular 1:1 review meetings with the team with feedback to the BCM
 - Coach the team through ICS development
 - Ensure rota management to allow development time for all SC's , SSC's and ABCM's
- **Provide ongoing support to the Business Centre Manager (BCM)**
 - Essential daily contact and support to the BCM to include duty of care in relation to the team development and wellbeing, client support and care and all suppliers of Avanta and day to day management of the building
- **Opening and closing up of the centre**
 - Ensure the reception area to look and run professionally at all times
 - Ensure that reception meets the needs and expectations of clients and their visitors
 - Ensure security procedures are maintained at all times
 - Ensure Conference and Meeting Rooms are to a high standard in all areas of the provision, and training of the AV equipment has been conducted

- Ensure that all issues have been attended to in a timely manner, with progress and a record of the outcome to include response times to all requests, this includes but not exhaustive of Avantanet, Issues Log, Handyman Log
- Ensure general housekeeping checks to all floors, tea points and toilets are conducted to maintain a high level of cleanliness and ensure fully stocked tea points to include all Health & Safety elements, daily, weekly, monthly
- Oversee Show office check every morning
- **Client Services**
 - Ensure all team members have regular contact at appropriate level, in the appropriate format with clients as determined by the BCM
 - Ensure building is of a high standard at all times
 - Involvement in client move in and move out procedures and full completion of associated paperwork
 - Ensure preparation and maintenance of client files to the company standard
 - Aid in client retention through the company customer care policies
 - Dealing with client enquiries and taking action in a timely fashion, overseeing team dealing with day to day enquiries
 - Secretarial and administrative duties as and when required
 - Ensure turnaround of vacant offices within the company timescales and company standard
 - Build awareness of clients' business with all team members to promote business awareness
 - Ensure welcome books are prepared and up to date.
- **General to include Administration, Building Protocol and Activities**
 - Implement and adhere to all company policies and procedures
 - Monthly cleaning Q & A's with the cleaning supervisor and various suppliers
 - M & E Management
 - Responsible for, and not exhaustive of, all H & S implementation within the teams to include onsite Fire Risk Assessment, PAT testing, Weekly Fire Testing etc.
 - A 'hands on role' to include working closely with the centre team and also working closely with the Business Centre Manager.
 - Include general filing, word processing, delivery notes and purchase orders and any other administration required for the role
 - Ensure cost control and revenue generation in relation to all ancillary items
 - Involvement in various business and centre audits
 - Attend regular ABCM meetings
 - Involvement in regular reporting as required
 - Attend regular ABCM meetings
 - Implement weekly email, Regional and BCM meeting actions in conjunction with the BCM
- **Finance**
 - Overseeing Preparation of information for the monthly billing process
 - Invoicing of client monthly invoices
 - Checking client invoices once they have been prepared with the BCM
 - Chasing payment from clients in the absence of the BCM and escalating to UK Ops Manager in line with the procedure
 - Bank and credit card reconciliation
 - Liaising with the BCM and ASM in maintaining budgetary control through P & L
 - Direct Debit processing
 - Petty Cash reconciliation
 - Resolution of client queries
 - Check delivery notes against supplier invoices and match with Purchase Order, with relevant coding ready for approval
- **Sales and Marketing**
 - Assisting with sales enquiries and viewings and handover within expected timescales to the ASM and copying in Direct Sales
 - Ensure full hand over of information to the sales team
 - Assist or conduct centre viewings with introduction of team members in accordance with the company initiative
 - Ensure sales packs are prepared for the Area Sales Manager (ASM)
 - Ensure the team and self are fully trained via the ASM and confident to conduct sales viewings
 - Ensure all team and self have the Avanta product knowledge

- Understanding of the Avanta Licence Agreement including the T & C's and special conditions / requests

- **IT support**
 - Includes setting up client connectivity and telephone systems and provide support where necessary
 - Ensure all team and self have full product knowledge
 - Ensure all team and self are competent in patching, cable colour coding, floor port inventory and any other IT requirements
 - Involvement of centre audit in relation to IT
 - Full knowledge of Ipitomi product including use of Ipitomi portal
 - Conduct Ipitomi invoice checks monthly and upload queries to Avantanet

- **Monthly team meetings**
 - These are held outside of normal office hours and will require your involvement, which include attendance, presentation and preparation

This role may vary according to client and company needs and changes / amendments made at short notice

Health & Safety

To ensure that the company's Health & Safety Policies and Procedures are adhered to and ensure that they are followed in line with the employees responsibilities.

Employees are reminded that they have a legal responsibility to take reasonable care for the health and safety of themselves and others by adopting the safe working practices given to them in either written or verbal communication, such that they do not put themselves, fellow employees, clients or visitors at risk.

Duty of care of all building users

General Responsibilities

Understand and comply with all relevant company rules, agreements, policies and procedures.

Read and comply with instructions and directions as communicated via signs, notice boards and memos.

Conduct yourself, at all times, in a professional and responsible manner, promoting a good and proper image of the company in accordance with company standard