

Job Description

Position:	Business Centre Manager (BCM)
Reporting to:	UK Operations Managers
Employee Responsibility:	Assistant Business Centre Manager, Senior Service Coordinator, Service Co-ordinator and Business Maintenance Operative and any other personnel employed by Avanta Managed Offices Limited at his/her centre.
Key relationships:	Sales Team, UK Operations Director, Finance Team

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	Strategic Flexibility	

Job Profile

The Business Centre Manager has overall responsibility and management of the Business Centre, to ensure the smooth running of the building, delivering first class customer service, development of staff and to maintain budgetary control.

High levels of 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.

Playing a key role in influencing the strategic direction of the business, and implementing company policy at operational level, to achieve and maintain high standards at all times. A 'hands on role', to include working closely with the centre team and with the Board of Directors of Avanta Management Services Limited.

Promote a good team work environment and ensure the centre team are motivated and staff retention is high.

Key Responsibilities

- **Building Maintenance**
 - Be accountable for the aesthetics of the building ensuring a high visual standard is achieved. Manage contractors to ensure work is carried out correctly and to a high standard in accordance to Health & Safety regulations. The building's appearance and cleanliness supports a professional impression to clients and colleagues alike.
- **Financial Management**
 - Maintain the profitability of the Business Centre, increase occupancy and manage costs in line with the Business Centres budgets. Implementation of all finance procedures, ensure accurate billing for Licence Fees and Services, and to ensure all monies are paid through Credit Control. To obtain full knowledge of the company's finance systems.
- **Telecommunications & IT**
 - Manage the IP telephony system and IT requirements of the client in line with Avanta Management Services Limited.

- **Business Development**
 - Working with the Sales team, assist in viewings and renewals where necessary, and to promote the services offered by Avanta Management Offices Limited, to maximise sales revenue and client retention.

- **Team Management**
 - Establish regular communication at an individual and team level. Ensure team meetings are conducted monthly, minuted and any actions raised are communicated to the relevant personnel and completed in a timely manner.
 - Manage absence and poor performance in line with company policies and procedures.
 - Ensure that you consult with the Human Resource department, regarding any personnel issues as soon as they arise, and be mindful of your limit of authority, stated below, when dealing with these matters.
 - When necessary, following the company's recruitment and selection policy, recruit new team members.

- **Training & Development**
 - Actively encourage the personal and professional development of your team members. Ensure inductions are completed for new employees and reviews are carried out through the appraisal system. Identify their development, training and coaching. Ensure that all team members have the opportunity to progress within the business and also to ensure that all teams are fully trained to operate in the Business Centre.

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.

Centre Managers are responsible for the day to day operation of the health and safety policies at their Centres.

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.

To assist the Commercial Operations Director in ensuring that the premises, plant, machinery and work activities are maintained and operate in compliance with health and safety legislation and safe working practice and facilitate, as far as possible, the means to enable this to take place

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.