

Job Description

Position:	Senior Service Co-ordinator
Reporting to:	Assistant and Business Centre Manager (ABCM / BCM)
Employee Responsibility:	Service Co-ordinator
Key relationships:	All Team & Avanta Clients

Job Profile

To meet company standards in high level 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.

Working within a team of customer care providers, to work closely with management of the centres to ensure teams are supervised on a daily basis and in conjunction with the ABCM and BCM for the development of the team and to ensure profitability of the business unit and goals

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		

Key Responsibilities

- **Supervision of Service Co-ordinators**
 - Manage the daily rota and supervise workload of service co-ordinators in conjunction with the ABCM
 - In conjunction with the ABCM allow development time
 - Involvement in the training and development of the Service Co-ordinators and new team members 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
- **Providing ongoing support to the Assistant Business Centre Manager (ABCM)**
 - Essential daily contact and team work with the ABCM in relation to team and client development and wellbeing
- **Opening and closing up of the centre**
 - Maintaining the reception area to look and run professionally at all times
 - Ensure proper open and closing procedures are adhered to
- **Reception Service**
 - Reception service to be provided and managed to ensure it meets the business needs of the clients
 - Meet and Greet to include sign in and Health & Safety procedures
 - All services should be carried out in a courteous and timely manner.
 - Notify clients of visitor arrival
- **Reception and security:**
 - Issue and manage visitor passes to all visitors
 - CCTV management and security equipment operation
 - Key issue and control

- **Conference and Meeting Rooms:**
 - Manage or undertake booking and enter onto Ultrasoft
 - Manage or undertake set-up of rooms and provision of materials
 - Manage or undertake request for audio-visual equipment
 - Manage or undertake request for catering and refreshments
 - Manage or undertake training of the MTR service
 - Manage or undertake feed back forms
 - Raise external MTR booking invoices and ensure payment received
 - Liaison with ABCM and / or BCM in all MTR opportunities are maximised
 - Manage or undertake external MTR confirmation and payments of external MTR payments in accordance with the Data Protection Act

- **Centre Help Desk for Issue Handling**
 - Receive, co-ordinate and monitor all requests for services and assistance
 - Provide up to date progress of request
 - Record the outcome and response times to request

- **Switchboard Service**
 - Switchboard operation to transfer all incoming calls in an overflow situation in conjunction with the Communications Team

- **Postal Services**
 - Ensure that all post received is sorted into the client mail post boxes
 - Ensure that all post in relation to outgoing is franked and stamped and ready for collection
 - Ensure all VPA mail is distributed in accordance to the client request

- **Courier Services**
 - Arrange small packages and items of urgent mail for clients via the courier supplier
 - Record all items into the clients account on Ultrasoft
 - Receive incoming courier deliveries for clients, ensure safe storage and client sign off

- **General Housekeeping**
 - Ensure checks to all floors, tea points and toilets are conducted to maintain a high level of cleanliness in line with company standard and ensure fully stocked
 - Health & Safety Checks
 - Fire Safety Checks
 - Daily, weekly, monthly checklists are uploaded onto Avantanet

- **Client Services**
 - Involvement in client move in and move out procedures
 - Preparation and maintenance of client files
 - Assist in client retention through the company customer care policies
 - Build and maintain client relationships in a professional manner
 - Dealing with or supervise client enquires and taking action in a timely fashion, escalating where appropriate
 - Secretarial and administrative duties as and when required
 - Management and maintenance of showrooms and standard room set up to company standard

- **General Administration and Activities**
 - Including general filing, word processing, delivery notes and purchase orders and any other administration required for the role
 - Ensure welcome books are prepared and up to date.
 - Ensure Flavia, stationery, water and any other resources required for the day to day running of the centre is available for re-stocking
 - Involvement in various business and centre audits

- **Finance**
 - Preparation of information for the monthly billing process
 - Chasing payment from clients in the absence of the BCM
 - Raise Purchase Orders for BCM authorisation
 - Process supplier invoices ready for approval for ABCM/BCM collation of all invoices matched against purchase order
 - Investigate and action variances in purchase orders against invoices for the ABCM
 - P & L awareness

- Processing of Petty Cash
- **Sales and Marketing**
 - Assist 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 speedily
 - Assist in viewings of the centre
 - Assist in preparation of sales packs for ASM
- **IT support**
 - Include setting up client connectivity, handsets and provide support where necessary
 - Ensure all the team and self have full product knowledge
 - Ensure all team are competent in patching, cable colour coding, floor port inventory and any other IT requirements
 - Involvement of centre audit in relation to IT and telecoms
 - Full knowledge of Ipitomi product including use of Ipitomi portal
 - Assist in invoice checks monthly and upload queries to Avantanet
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- **Monthly team meetings**
 - These will be held outside of normal office hours and will require your involvement through the agenda points set

The details of this role may vary according to client and company needs and changes - amendments may be made without 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 for all business 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 in accordance with company standard.