

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:	Avanta Clients, Sales Team, UK Operations Director, Finance Team

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*
- *Financial Management*
- *Telecommunications & IT*
- *Business Development*
- *Team Management*
- *Training & Development*
- *Health & Safety*