



THE CORE

How to apply

Please **apply by email** only to the following address:

jobs@creativespaceman.com

Please include an up to date **curriculum vitae and a covering letter** of not more than two sides explaining why you are applying and what you can bring to the role. Include the names and contact details of two referees who may be contacted after interview.

Please use the **subject line** "Centre Manager Application".

Any email **attachments** should be saved in pdf format. Combined files should not be more than 3mb in size.

If you have any **queries prior to submitting your application** please address them to toby@creativespaceman.com. Please use the subject line "The Core CM Queries".

JOB DESCRIPTION: CENTRE MANAGER, THE CORE.

Context

To provide serviced office accommodation for small and medium-sized companies working in a range of scientific, technical, digital and knowledge based sectors that relate to future city / smart city themes which require a high quality location available on flexible terms.

Creative Space provide a range of services at The Core including office accommodation, meeting facilities, fully managed IT & telephony and virtual office services as well as a range of events designed to encourage networking and a prominent profile for the building and its occupiers.

The Project Background

The Core was the first building to be built at Newcastle Helix, a rapidly emerging new urban quarter in the centre of Newcastle upon Tyne. The 24 acre development will be home to outstanding new research facilities for Newcastle University relating to energy, computing, sustainability and a range of future city themes as well as a range of conference, commercial, leisure and residential properties. The site has embedded infrastructure for smart metering and will be a living laboratory enabling new solutions for area-wide management to be trialled and developed.

The Core is a 5,000sqm seven storey building which has been developed by Newcastle City Council and is operated by Creative Space Management on its behalf. It provides a landing point for growing companies on Newcastle Helix, providing high quality, flexible and fully serviced office accommodation as well as meeting and events space and a range of business services.

Businesses can access their office space 24/7/365 and move within the building at short notice, taking on temporary project space as it is needed. The Core also provides workstations, shared office space and virtual office services, suitable for inward companies checking out the local market and for new ventures.

Designed with new and growing knowledge-based businesses in mind, the building is a place for collaboration, a place where people come together to share skills and knowledge, where ideas are generated and futures made. At the crossing point between research expertise and commercialisation, businesses based here benefit from unique access to the networks that could gain them crucial competitive advantage.

Funding for the construction of the building has been provided by

Newcastle City Council, the Regional Growth Fund and the European Regional Development Fund (ERDF).

The Company

Creative Space Management supports high growth sectors in the UK by creating and managing great spaces to work and live, all of which are sustainable, connected and design-led.

Creative Space was formed in 2005 and has grown rapidly to become one of the UK's leading providers of sustainable and flexible work spaces and related services for knowledge-based enterprises. Our customers in The Core encompass a range of knowledge-based businesses from virtual companies, sole traders, micro businesses through small-to-medium sized firms.

We are committed to sustainability and to contributing to the development and management of neighbourhoods and communities. Every aspect of our work is informed by these values and a desire to continuously improve the quality of our work. We will ensure that our vision is matched by our ability to deliver our objectives and to achieve continuous growth driven by customer demand.

You can find out more about the company and the centres that it manages elsewhere in the country at www.creativespaceman.com.

We want the successful candidate to be an integral part of the wider team at Creative Space and we will expect you to draw upon the support of your colleagues and at times to provide support for them.

The Company Vision

Creative Space Management creates and manages great spaces to work all of which are sustainable, connected and design-led.

The company provides a stimulating, professional and relaxed environment that meets the aspirations of modern companies. Creative Space targets businesses and individuals that want to work within a like-minded community of enterprises.

We are committed to providing the highest quality of customer service and expect all our employees to have an enthusiastic, empathetic approach to our clients.

The company is also committed to equality of opportunity and encourages all staff to fulfil their potential. Team work is extremely important in a busy environment such as The Core and we expect our staff to be able to act under their own initiative as well as be a committed team player.

We want all our staff to enjoy working for Creative Space and to help make

the company the leading provider of sustainable and flexible work spaces and related services for knowledge-based enterprises.

The Role

The role of Centre Manager is varied and demanding. You will have responsibility for the day to day running of The Core. You will be expected to manage, support and inspire a small team plus additional occasional casual cover and to ensure that The Core's customers are receiving high levels of customer service in a quality environment.

Part of the duties will be to ensure effective building management including overseeing maintenance and cleaning contracts. In addition you will act as a lead liaison between The Core and Newcastle City Council, the developers and the building owners.

You must have outstanding customer service skills and be organised, responsible and efficient. In addition, you should have some financial management experience as you will be expected to manage The Core's operational budget in order to maximise income and keep expenditure within budget.

Responsibilities

You will be expected to undertake a wide range of duties including but not limited to those listed below:

General Management:

- Be responsible for the day to day management of The Core.
- Take the lead responsibility for reporting to the building owners, preparing a monthly report and chairing monthly meetings.
- Line-manage the Customer Service Administration team and offer guidance, inspiration and support as necessary.
- Ensure that all customers' needs are met effectively and that any complaints, issues or feedback is dealt with promptly.
- Ensure the smooth running of conference facilities, customer parking and other scheduling duties carried out by the Customer Service Administration team.
- Provide the CSML Director with regular information and reports regarding occupancy levels, meeting-room usage, etc as requested and updates on any issues affecting The Core.
- Seek to identify new income streams & services and to continually monitor and improve on existing service areas.

- Establish and maintain high occupancy levels and high numbers of virtual service & conference users.

Business Support & Networking:

- Encourage client networking both within the building and with other partners throughout the region to stimulate a positive and collaborative environment.
- Provide advice, support and signposting as appropriate for client companies seeking advice or support in the development of their businesses – liaise with key business support agencies.
- Act as a champion for the companies based at The Core, helping to raise their profile and publicise their achievements.
- Programme an annual events diary to include social, lifestyle, business and cultural events.

Buildings Management:

- Ensure that the building is maintained and cleaned to a sufficiently high standard and arrange any repairs, maintenance, etc as necessary promptly and within budget.
- Manage and monitor all maintenance and repair contracts and annually review the quality and effectiveness of these services to ensure best value.
- Ensure that a robust maintenance & redecoration schedule is in place and updated accordingly.
- Log all faults, repairs and maintenance visits to ensure up to date records and that any building issues are reported to the project owners.
- Ensure all relevant Health & Safety regulations are complied with and assist with Health & Safety activities, in particular First Aid and fire evacuation procedures. To also ensure that any contractor working on site has undertaken a full risk assessment and that their qualifications & insurances have been checked & documented prior to commencement on site.
- Undertake a weekly fire alarm test and ensure test results are logged accordingly.
- Promote and encourage recycling activities both within the centre and the wider estate. Seek to reduce the amount of waste The Core contributes to landfill and to investigate and evaluate new recycling initiatives.

Internet and Communications Technology (ICT):

- Take a proactive approach to ensure the effective support and maintenance of the telephone and internet systems on a day to day basis, liaising with

third parties as applicable to make sure that service level agreements are met.

- Ensure that adequate procedures are in place for effective service commissioning and decommissioning and that client records are kept up to date at all times.
- Monitor and track system usage to detect service abuse and facilitate capacity planning.
- Take a lead sales role in respect to the provision of telephony and Internet services to clients, maintaining an adequate knowledge of these systems as applicable.
- Ensure that billing information is collected and correlated in line with client service selection.
- Oversee the updating of content on the website via a content management system (CMS).

Financial Duties:

- Authorise all purchase invoices to ensure that expenditure is minimised and kept within budget.
- Annually review all contracts to ensure best value is achieved and to minimise the number of long-term contracts to ensure flexibility.
- Check all data prepared for sales invoices to ensure accuracy and correct customer accounts.
- Manage the day-to-day accounts of The Core and liaise with the finance team to ensure records are accurate and up to date.
- Act as a liaison between the finance team and The Core customers to ensure that aged debtors are reduced and that all customers have Direct Debits in place and up to date accounts.
- Liaise with the finance team to ensure smooth running of the financial aspects of the centre and that aged debtors are managed effectively to minimise bad debts.
- Assist with the preparation of an annual budget and monthly management accounts to ensure information is accurate and performance is monitored and on target.

HR & Administration:

- Be responsible for the administration of HR record-keeping including staff rotas, holidays, TOIL & sickness records.
- Carry out regular team meetings, appraisals and identify training

requirements and professional development needs.

- Ensure all centre information sheets, application forms, etc are kept up to date and reviewed regularly.
- Ensure all centre procedures and systems are implemented correctly and adhered to by all staff.

Customer Relations:

- Handle client negotiations to maximise both occupancy and income within the centre.
- Ensure that each client has an accurate, up to date licence and that clients renewing licences are opting out of the Landlord & Tenant Act.
- Be responsible for marketing the centre to ensure high occupancy levels are achieved and maintained and that the profile of The Core remains consistently high within the region.
- Work with the Customer Service Administration team in the handling of new enquires and accompanying of prospective new tenants on viewings of offices, providing quotations, etc.
- Encourage the continued development of The Core and help keep its high public profile by organising tours for visitors, liaising with funders, project owners and other stakeholders and responding to press enquiries.
- Undertake to enter The Core for any awards or competitions which would further raise the profile of the centre and maintain its position as an example of best practice.

Other:

- Be an integral part of the management team at Creative Space.
- Act as an ambassador for The Core, ensuring that your behaviour reflects well on the company.
- Act as a liaison point with the range of local organisations to encourage community activities and championing of The Core.
- Assist Creative Space directors with other aspects of the Company's business as required.
- Any other duties as requested by the Operations Director or Managing Director in order to meet the changing needs and demands of the business.

Status:

- Full Time, 08.30 to 17.30 with one hour for lunch. Managers are expected to manage their own time and it is assumed that occasional overtime will be

included within the salary. Should you be required to undertake large amounts of additional hours, a TOIL system can be used.

- The position will be permanent subject to a 6 month probationary period

Salary: £34,000 to £36,000 per annum

Location: The Core, Bath Lane, Newcastle Helix, Newcastle Upon Tyne, NE4 5TF.
(For SatNav, use the postcode is NE4 5QD.)

Responsible for: Customer Service Administration team

Responsible to: Managing Director / Senior Project Manager.



THE CORE

Centre Manager – The Core: Professional and Personal Competencies

This section tells you a little more about what type of person we are looking for and how we will evaluate if you are right for the role.

You should read each section carefully, think about your own skills and experience and then ask yourself the following questions:

- Will you be able to undertake the duties required of you?
- Are there any areas where you are lacking experience/skills?
- If so, what can you do to compensate for these?
- Are there sections of the job which simply don't interest you?
- Do you feel you fully understand the job requirements?
- Are you committed to applying for the role?
- Is this the right job for you?

Professional and personal competencies required for this role	What we will be looking for	How will we identify these qualities?
At least 1 year' experience of office, building, operations or centre team leadership or management, with responsibility for people and the smooth running of office and/or building services	<ul style="list-style-type: none"> • Team leadership experience • Demonstrable evidence of improving services and developing people and teams • A track-record demonstrating high levels of achievement • Able to work under their own initiative and demonstrate project management skills • A methodical approach with good attention to detail and time management skills • The ability to prioritise workload, particularly when under pressure/deadlines • Awareness of building management issues, health and safety and good practice • Methodical and systematic approach; attention to detail 	<p>Application letter – demonstrating understanding & experience of buildings management</p> <p>CV – showing previous experience</p> <p>Workshop / Interview / Presentation – to demonstrate understanding & experience</p>

	<ul style="list-style-type: none"> and ability to plan strategically • Relevant qualifications • Technical ability and computer literate, able to use a range of software programmes including Microsoft Word and Excel. • Able to handle difficult situations and diffuse potential problems 	
Experience of high growth industries and their business and cultural needs or equivalent experience of working with clusters of small enterprises.	<ul style="list-style-type: none"> • Awareness of needs of small growing enterprises • Enthusiasm for digital and technology sectors in particular • Direct experience of supporting or advising high growth firms • Experience of providing commercial services in a knowledge sector context 	<p>Application letter – demonstrating understanding & experience of high growth clusters</p> <p>CV – showing previous experience</p> <p>Workshop / Interview / Presentation – to demonstrate understanding & experience</p>
Advanced customer service skills with experience of setting high standards, training and achieving high standards	<ul style="list-style-type: none"> • At least three years experience of providing customer services with a demonstrable record of achievement • An exceptional and enthusiastic approach to customer services and a commitment to continuous improvements against high performance standards • Relevant qualifications or professional training • Is able to see things from the customer's point of view and can motivate and train others to attain the highest standards in building strong customer relationships • A welcoming, empathetic and enthusiastic approach to customer service • A natural enjoyment of customer interaction • A commitment to continually improving Customer Service • Understanding the balance of providing customers with all they need whilst still maintaining the company's efficiency and sustainability • Confident yet open to other viewpoints and always 	<p>Application letter – showing a natural enthusiasm and customer empathy</p> <p>CV – experience of customer service</p> <p>Workshop / Interview / Presentation</p> <p>Looking for natural understanding of the customer relationship</p>

	<p>approachable</p> <ul style="list-style-type: none"> • Well presented, projecting a 	
	<p>professional demeanour</p> <ul style="list-style-type: none"> • Willing to 'go the extra mile' with a natural tendency to follow up on things and tie up loose ends • Having a full understanding of the nature of the customer relationship and committed to sustaining long term relationships 	
Experience of a commercial environment to achieve income and performance targets	<ul style="list-style-type: none"> • A track-record of setting performance targets and delivering or exceeding against such targets • Knowledge and experience of monitoring and evaluating projects 	<p>Application letter – demonstrating understanding & experience of commercial environment</p> <p>CV – showing previous experience</p> <p>Workshop / Interview / Presentation – to demonstrate understanding & experience</p>
Management of people and team leadership	<ul style="list-style-type: none"> • Experience of leading a team • Can demonstrate a commitment to developing people • Can motivate and inspire exceptional customer service skills • Contributes to team objectives and shows commitment to achieving them • Relevant qualifications • Is effective in relating to others and shows sensitivity to the feelings of others 	<p>Application letter – demonstrating understanding & experience of people management</p> <p>CV – showing previous experience</p> <p>Interview / Presentation – to demonstrate understanding & experience</p>
Advanced negotiation skills	<ul style="list-style-type: none"> • Experience of negotiating and improving value for money for key contracts and outsourced services • Experience of managing capital projects and major installations 	<p>Application letter – demonstrating understanding & experience of negotiation</p> <p>CV – showing previous experience</p> <p>Workshop / Interview / Presentation – to demonstrate understanding & experience</p>
Excellent written, communication and presentation skills	<ul style="list-style-type: none"> • Presents information accurately, articulately and concisely both orally and in writing. 	<p>Application letter – well written and thought out, no typos or errors.</p>

	<ul style="list-style-type: none"> Is at all times positive and polite in dealing with customers and ensures that customers' needs are satisfied. Persuasive and enthusiastic approach. Experience of chairing meetings. Experience of writing reports. A professional speaking voice, clear, easy to listen to and with a good grasp of English. 	Presentation.
Ability to analyse situations, plan and take decisions	<ul style="list-style-type: none"> Takes responsibility for prioritising work and anticipates problems so that service standards are maintained Is pro-active in putting forward new ideas and initiatives to contribute to the continuous improvement of the organisation and its services Demonstrate track record of project management success Has experience of planning and implementing complex projects 	<p>Application letter – demonstrating understanding & experience of decision making</p> <p>CV – showing previous experience</p> <p>Interview/Presentation – to demonstrate understanding & experience</p>
High standards of personal organisation	<ul style="list-style-type: none"> Takes personal responsibility for making things happen Maintains high standards and a positive attitude despite difficulties Takes action to manage own workload and help others to achieve theirs Experience of dealing with multi-tasking and developing strategies to manage workload issues Ability to maintain high standards at all times – even in difficult circumstances or when under pressure Able to implement new systems to ensure higher levels of efficiency & productivity 	<p>Application letter – demonstrating understanding & experience of managing workload</p> <p>CV – showing previous experience</p> <p>Interview/Presentation – to demonstrate understanding & experience</p>
Cost / sales orientated	<ul style="list-style-type: none"> Sales experience Ability to plan sales strategy, set and meet targets to ensure high occupancy Natural ability to sell/upsell products & services through everyday contact with customers Accurate in terms of data recording for sales & invoicing 	<p>Application letter – demonstrating understanding & experience of sales & financial target setting</p> <p>CV – showing previous experience</p> <p>Workshop/Interview/Presentation</p>

	<ul style="list-style-type: none"> • Ability to business plan, manage budgets & communicate to staff the need to minimise expenditure without compromising quality of service 	n – to demonstrate understanding & experience
Health & Safety/Buildings maintenance	<ul style="list-style-type: none"> • Understanding of Health & Safety issues and able to act responsibly • Understanding of importance of H&S and Buildings maintenance including the documentation and safe-keeping of records, logs & assessments • Ability to undertake maintenance inspections & ensure all statutory responsibilities are met • Interested in sustainability & recycling, looks for new initiatives & ways to improve the centre's performance 	<p>Application Letter – demonstrates an understanding of the importance of the physical centre</p> <p>CV – previous experience/skills</p> <p>Interview/Presentation – demonstrates understanding & quick thinking</p>