

# Can you manage one of the best places to work in the UK?

## **Centre Manager: Electric Works, Sheffield.**

Location: Digital Campus, Sheffield, S1 2BJ

Monday-Friday: Full Time. Permanent.

Salary: £35,000-£40,000.

Electric Works, is an award winning iconic building providing accommodation for small, fast growing digital, technology and knowledge based businesses. We are seeking someone special to join us and you will be at the heart of building on Electric Work's success.

You will have previous buildings or facilities management experience or have equivalent skills which can be adapted to operating a highly customer focused business. You will need practical financial management skills, good attention to detail and have a positive and can-do attitude as well as an understanding of the needs of high growth sectors. You will also have the ability to lead and inspire a small team.

The successful candidate will be joining Creative Space Management which is a small, award-winning company recognised as one of the UK's leading providers of facilities to the high growth industries. We are committed to our employees and offer an excellent working environment.

**The closing date for applications is midnight on Sunday 10<sup>th</sup> March 2019**

**Interviews will be held in Sheffield towards the end of the following week.**

Creative Space Management is an Equal Opportunities employer.

## How to apply

Please **apply by email** to the following address - [jobs@creativespaceman.com](mailto: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 10MB in size.

If you have any queries prior to submitting your application please address them to [jobs@creativespaceman.com](mailto:jobs@creativespaceman.com). Please use the subject line "Electric Works CM Queries".

**The closing date for applications is Sunday 10<sup>th</sup> March 2019**

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## **JOB DESCRIPTION**

### **CENTRE MANAGER, ELECTRIC WORKS.**

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#### **Context**

Electric Works provides serviced office accommodation for small and medium-sized high growth companies working in a range of digital, technology and knowledge based sectors which require high quality office space on flexible terms.

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

#### **Background**

Completed 10 years ago Electric Works is an award winning 52,000 sq. ft. four storey building which is owned by Sheffield City Council and is operated by Creative Space Management on its behalf. Located close to the main line railway station and the city centre, Electric Works is one of the leading locations for digital businesses in the North of England

It is home to some 50 companies and has around 500 people working in the building every day. It continues to provide a landing point for growing companies in the Region, and delivers high quality, flexible and fully serviced office accommodation as well as meeting and events space and a range of business services. It forms part of the platform for the recent government initiative Tech North.

## **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 Electric Works will 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 will be 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](http://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 and live 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 Electric Works 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 Electric Works. You will be expected to manage, support and inspire a small team of Customer Service Administrators and to ensure that Electric Work's customers are receiving high levels of customer service in a quality environment.

Part of the duties will be to ensure effective buildings management including overseeing maintenance and cleaning contracts. In addition you will act as a liaison between Electric Works and Sheffield City Council 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 Electric Works's operational budget 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 Electric Works.
- 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 Regional Property Director with regular information and reports regarding occupancy levels, new jobs created, meeting-room usage, etc as requested and updates on any issues affecting Electric Works.
- 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 Electric Works, helping to raise their profile and publicise their achievements.
- Programme an annual events diary to include social, lifestyle, business and cultural events.

**Buildings Management:**

- Be accountable for the aesthetics of the building ensuring a high visual standard is maintained within budget.
- Manage and monitor all contracts and annually review the quality and effectiveness of these service 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.
- Promote and encourage recycling activities both within the centre and the wider estate. Seek to reduce the amount of waste Electric Works contributes to landfill and to investigate and evaluate new recycling initiatives.

### **Compliance**

- 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.
- The Centre Manager will be responsible for the day to day operation and implementation of the company's Health and Safety policies at Electric works, and ensuring the Centres health, safety and environmental compliance records are properly maintained.
- Ensure that staff under the Centre Managers supervision, have sufficient Health and Safety awareness and training to enable them to carry out their job in a safe manner, keeping a record of all employee training.
- Ensure that all visitors, contractors and occupiers adhere to site health, safety and environmental procedures and are compliant with appropriate regulations.
- Ensure that the premises, fire equipment, 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.

### **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 Electric Works and liaise with the finance team to ensure records are accurate and up to date.
- Act as a liaison between the finance team and Electric Works 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 Electric Works 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 Electric Works 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 Electric Works 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 Electric Works, 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 Electric Works.
- Assist Creative Space directors with other aspects of the Company's business as required.
- Any other duties as requested by the Regional Property 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:** £35,000-£40,000 per annum

**Location:** Electric Works  
Digital Campus  
Sheffield S1 2BJ

**Responsible for:** Customer Service Administration team

**Responsible to:** Director

## Centre Manager – Electric Works: 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"> <li>• Team leadership experience</li> <li>• Demonstrable evidence of improving services and developing people and teams</li> <li>• A track-record demonstrating high levels of achievement</li> <li>• Able to work under their own initiative and demonstrate project management skills</li> <li>• A methodical approach with good attention to detail and time management skills</li> <li>• The ability to prioritise workload, particularly when under pressure/deadlines</li> <li>• Awareness of building management issues, health and safety and good practice</li> <li>• Methodical and systematic approach; attention to detail</li> </ul>	Application letter – demonstrating understanding & experience of buildings management  CV – showing previous experience  Workshop / Interview / Presentation – to demonstrate understanding & experience

	<p>and ability to plan strategically</p> <ul style="list-style-type: none"> <li>• Relevant qualifications</li> <li>• Technical ability and computer literate, able to use a range of software programmes including Microsoft Word and Excel.</li> <li>• Able to handle difficult situations and diffuse potential problems</li> </ul>	
<p>Experience of high growth industries and their business and cultural needs or equivalent experience of working with clusters of small enterprises.</p>	<ul style="list-style-type: none"> <li>• Awareness of needs of small growing enterprises</li> <li>• Enthusiasm for digital and technology sectors in particular</li> <li>• Direct experience of supporting or advising high growth firms</li> <li>• Experience of providing commercial services in a knowledge sector context</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of high growth clusters</p> <p>CV – showing previous experience</p> <p>Workshop / Interview / Presentation – to demonstrate understanding &amp; experience</p>
<p>Advanced customer service skills with experience of setting high standards, training and achieving high standards</p>	<ul style="list-style-type: none"> <li>• At least three year’ of providing customer services with a demonstrable record of achievement</li> <li>• An exceptional and enthusiastic approach to customer services and a commitment to continuous improvements against high performance standards</li> <li>• Relevant qualifications or professional training</li> <li>• 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</li> <li>• A welcoming, empathetic and enthusiastic approach to customer service</li> <li>• A natural enjoyment of customer interaction</li> <li>• A commitment to continually improving Customer Service</li> <li>• Understanding the balance of providing customers with all they need whilst still</li> </ul>	<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>maintaining the company's efficiency and sustainability</p> <ul style="list-style-type: none"> <li>• Confident yet open to other viewpoints and always approachable</li> <li>• Well presented, projecting a</li> </ul>	
	<p>professional demeanour</p> <ul style="list-style-type: none"> <li>• Willing to 'go the extra mile' with a natural tendency to follow up on things and tie up loose ends</li> <li>• Having a full understanding of the nature of the customer relationship and committed to sustaining long term relationships</li> </ul>	
<p>Experience of a commercial environment to achieve income and performance targets</p>	<ul style="list-style-type: none"> <li>• A track-record of setting performance targets and delivering or exceeding against such targets</li> <li>• Knowledge and experience of monitoring and evaluating projects</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of commercial environment</p> <p>CV – showing previous experience</p> <p>Workshop / Interview / Presentation – to demonstrate understanding &amp; experience</p>
<p>Management of people and team leadership</p>	<ul style="list-style-type: none"> <li>• Experience of leading a team</li> <li>• Can demonstrate a commitment to developing people</li> <li>• Can motivate and inspire exceptional customer service skills</li> <li>• Contributes to team objectives and shows commitment to achieving them</li> <li>• Relevant qualifications</li> <li>• Is effective in relating to others and shows sensitivity to the feelings of others</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of people management</p> <p>CV – showing previous experience</p> <p>Interview / Presentation – to demonstrate understanding &amp; experience</p>
<p>Advanced negotiation skills</p>	<ul style="list-style-type: none"> <li>• Experience of negotiating and improving value for money for key contracts and outsourced services</li> <li>• Experience of managing capital projects and major installations</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of negotiation</p> <p>CV – showing previous experience</p>



		Workshop / Interview / Presentation – to demonstrate understanding & experience
Excellent written, communication and presentation skills	<ul style="list-style-type: none"> <li>• Presents information accurately, articulately and concisely both orally and in writing.</li> <li>• Is at all times positive and polite in dealing with customers and ensures that customers' needs</li> </ul>	Application letter – well written and thought out, no typos or errors.  CV – well presented, tailored to

	<p>are satisfied</p> <ul style="list-style-type: none"> <li>• Persuasive and enthusiastic approach</li> <li>• Experience of chairing meetings</li> <li>• Experience of writing reports</li> <li>• A professional speaking voice, clear, easy to listen to with a good grasp of the English language</li> </ul>	specific job.  Interview/Presentation – ability to present and able to respond quickly
Ability to analyse situations, plan and take decisions	<ul style="list-style-type: none"> <li>• Takes responsibility for prioritising work and anticipates problems so that service standards are maintained</li> <li>• Is pro-active in putting forward new ideas and initiatives to contribute to the continuous improvement of the organisation and its services</li> <li>• Demonstrate track record of project management success</li> <li>• Has experience of planning and implementing complex projects</li> </ul>	Application letter – demonstrating understanding & experience of decision making  CV – showing previous experience  Interview/Presentation – to demonstrate understanding & experience
High standards of personal organisation	<ul style="list-style-type: none"> <li>• Takes personal responsibility for making things happen</li> <li>• Maintains high standards and a positive attitude despite difficulties</li> <li>• Takes action to manage own workload and help others to achieve theirs</li> <li>• Experience of dealing with multi-tasking and developing strategies to manage workload issues</li> <li>• Ability to maintain high</li> </ul>	Application letter – demonstrating understanding & experience of managing workload  CV – showing previous experience  Interview/Presentation – to demonstrate understanding & experience



	<p>standards at all times – even in difficult circumstances or when under pressure</p> <ul style="list-style-type: none"> <li>• Able to implement new systems to ensure higher levels of efficiency &amp; productivity</li> </ul>	
Cost / sales orientated	<ul style="list-style-type: none"> <li>• Sales experience</li> <li>• Ability to plan sales strategy, set and meet targets to ensure high occupancy</li> <li>• Natural ability to sell/upsell products &amp; services through everyday contact with customers</li> <li>• Accurate in terms of data recording for sales &amp; invoicing</li> </ul>	<p>Application letter – demonstrating understanding &amp; experience of sales &amp; financial target setting</p> <p>CV – showing previous experience</p> <p>Workshop/Interview/Presentation</p>
	<ul style="list-style-type: none"> <li>• Ability to business plan, manage budgets &amp; communicate to staff the need to minimise expenditure without compromising quality of service</li> </ul>	<p>– to demonstrate understanding &amp; experience</p>
Health & Safety/Buildings maintenance	<ul style="list-style-type: none"> <li>• Understanding of Health &amp; Safety issues and able to act responsibly</li> <li>• Understanding of importance of H&amp;S and Buildings maintenance including the documentation and safe-keeping of records, logs &amp; assessments</li> <li>• Ability to undertake maintenance inspections &amp; ensure all statutory responsibilities are met</li> <li>• Interested in sustainability &amp; recycling, looks for new initiatives &amp; ways to improve the centre's performance</li> </ul>	<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 &amp; quick thinking</p>