

Job Title: Enterprise Centre Administrator

Grade: 5

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier, and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

The Business & Enterprise Team is responsible for the County Council's support to Businesses throughout the County. This includes the County Farms, Enterprise Centres, Business advice and support, Planning, Economic Regeneration and the Staffordshire Business Environment Network. The service works closely with Staffordshire businesses, business representative organisations and economic regeneration partners and partnerships to identify

business needs and to plan, commission and deliver a range of business support services to meet these needs.

The Administrator will provide reception and administrative support to the Enterprise Centre Manager in relation to the day-to-day management of the Centre. The post will be based at Shire Hall Business Centre in Stafford town centre.

Reporting Relationships

Responsible to: Enterprise Centre Manager

Responsible for: N/A

Key Accountabilities:

1. Provision of on-site Reception presence at Shire Hall Business Centre, Stafford, to support the operation of the Centre and other Centres for which the Enterprise Centre Manager is responsible.
2. Ensure that occupiers are aware of sources of business advice and assistance, and maintain a stock of useful literature and brochures etc. Refer occupiers to the Staffordshire Business Helpline for further business advice and assistance.
3. Arrange for prospective occupiers to view vacant units and accompany them on viewing visits at the Centre if required whilst being able to supply information on letting terms.
4. Seek and obtain suitable reference for prospective occupiers.
5. Arrange for letting documentation (licenses) to be signed and liaise with County Council's Law and Governance Directorate where appropriate.
6. Maintain a list of vacant units and notify the Enterprise Centre Manager of any changes.
7. Maintain a 'waiting list' of any businesses interested in the units at the Centres.
8. Maintain an up-to-date list of occupiers, including full contact details and details of any alarm codes used in the units.
9. For rating purposes, notify the Borough/District Councils of any changes in occupation, including details of units that become vacant.
10. Prepare and distribute the monthly and quarterly invoices to the unit holders and along with the Enterprise Centre Manager, pursue payment.

11. Where required monitor readings of electricity and gas meters and notifying energy suppliers of incoming and outgoing tenants.
12. Control and manage keys for the Centre units.
13. Set up photocopying and scanning accounts for occupiers as required and collect payment for this service.
14. Arrange for the hire of meeting rooms and hot desking facilities by tenant businesses and external organisations ensuring correct charges are made for this.
15. Inspect the Centre regularly to monitor for any building defects, failure of occupiers to comply with the terms of their letting, and any other problems (particularly Health & Safety issues) that might adversely affect the operation of the Centre. Immediately report any faults, defects, concerns etc. to the Enterprise Centre Manager.
16. Maintain a record of and arrange Property and Health & Safety contracted service visits as required.
17. Arrange to give access to contractors carrying out any authorised work on site, liaising with unit holders where appropriate, and advising the Enterprise Centre Manager of such. Complete relevant Health and Safety paperwork
18. Distribute post and parcels sent to the Centre and manage the Post Office Box section used by external tenants.
19. Carry out regular fire alarm tests/Drills and record the tests for health and safety records. Attend to Fire and Security alarms activations during working hours as required.
20. Keep records of any accidents, personal injuries or damage to the Centre and notify the Enterprise Centre Manager immediately of any such incidents.
21. Provide holiday cover at the other Centres if required by the Enterprise Centre Manager.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.




The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • Level 2 NVQ in Business Admin or equivalent and willing to study to level 3. • An IT qualification to the competency level of ECDL, CLAIT etc. • Good standards of literacy and numeracy (demonstrated by GCSE passes in Maths and English or equivalent) 	<p>A A A</p>
	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Ability to appreciate major issues which small businesses face in order to sustain or grow their business. • Ability to demonstrate a commitment to customer care. • Experience in using a computer-based information system for financial recording and processing. • Experience in using Microsoft office or equivalent software package. • Experience of office procedures, systems and equipment. • Experience in working as part of a team. • Customer Service experience 	<p>A/I A/I A/I A/I A/I A/I A/I</p>
	<p>Skills</p> <ul style="list-style-type: none"> • Competent in using figures and financial analyzing techniques • Ability to liaise and impart financial information to a variety of people with different levels of understanding. • This post is designated as a casual car user 	<p>A/I A/I</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Talent and Resourcing Team on 01785 237800**