



## **CENTRE MANAGER – JOB DESCRIPTION**

Reporting to: Operations Manager

Location: Various Locations

**Job Purpose:** To ensure the smooth running of the centre, as well as the highest standards of customer service within the centre and the enhancement of the profitability and occupancy of the centre. Interacting with and maintaining excellent working relationships with the I.T, Finance, Operations, HR and Sales teams to ensure that the centre is generating all possible revenue and operating in a cost effective and efficient manner. You should be constantly looking for ways to add a positive contribution to the business and your performance will be evaluated on this basis. Your job is not limited to a finite set of responsibilities so you must be ready to face any challenges which might present themselves in the running of a centre.

### **SALES**

- Be responsible for sales within the centre. This includes liaising with the sales desk and brokers, conducting viewings, liaising with potential clients and inputting all relevant information into Centre Charge on a timely basis.
- Ensuring that the show offices are set up as per SOG standards and that the centre is presentable at all times.
- Being responsible for marketing and promoting the centre locally.
- Ensuring that the renewal process is followed at all times as per SOG standards. This should be commenced 3 months prior to the end of the client's contract.
- Being responsible for the promotion of the centre's services and offers, up selling wherever possible and liaising with relevant departments in order to maximize revenue (meeting rooms, IT services and reception services).

### **OPERATIONS**

- Taking ownership for the smooth running of the centre.
- Managing the client move in and client move out process to provide a smooth transition for the client whilst ensuring all administrative, operational and financial aspects are completed to a high standard.
- Managing the IT and Telecommunication services delivery and infrastructure in line with SOG standards and procedures and liaising with the IT department to resolve IT issues for clients.

- Ensuring an accurate and up to date occupancy report by inputting correct data into Centre Charge.
- Making sure that Health and Safety regulations are adhered to by the centre staff as well as clients. Managing all aspects of Health & Safety of the centre ensuring the team is trained to the required standard. Following policies and procedures dictated by SOG and current H&S legislation. Ensuring Health and Safety checks are completed including fire alarm testing, emergency light testing, monthly checks, emergency equipment and emergency evacuation practices.
- Be responsible for the cleanliness and tidiness of the centre as per SOG standards. This includes the reception area, the communal areas, kitchen, toilets and shower facilities, and liaising with an outsourced cleaning supplier.
- Managing effectively the centre facilities by liaising with the Facilities Manager in line with SOG processes and procedures, this includes maintenance and repairs as well as cleaning.

#### **CUSTOMER SERVICE**

- Ensuring high level of customer service and satisfaction at all times. This includes the SOG reception standards (greeting, professional telephone manner and customer care).
- Dealing with client's complaints in an efficient and timely manner, escalating them to management when necessary.

#### **FINANCE**

- Ensuring accurate and timely with billing invoices raised accordingly in accordance with occupancy report and in line with SOG standards and procedures. This includes running and reviewing the pre-bill run report, running the actual bill run and post bill run as well as ensuring that clients are being charged for services provided (IT services, car park, photocopy, fax, meeting rooms, tea & coffee, etc.).
- Dealing with credit note requests in a timely manner.
- Ensuring no outstanding debt on client's accounts by effectively and accurately collecting client debt in line with SOG policies and raising issues with the Credit Controller as required.
- Completing the Direct Debit submission in a timely manner.
- Being responsible for ensuring that all petty cash amounts, receipts and forms are correct and kept in a secure lockable place.
- Checking monthly Profit and Loss report to ensure profitability of the centre, action accordingly.

- Raising purchase order requests (PO's) and completing Capex forms in line with SOG purchasing standards.

### **REPORTING**

- Completing the centre comments for Board report on a monthly basis upon request.
- Responding to information requests from Head Office, Sales, Finance, IT, HR and Operations Department as requested and in a timely manner.
- Liaising with all departments, keeping them informed at all times and seeking approval when needed.
- Adhering to reporting deadlines.

### **MANAGEMENT**

- Managing the centre staff by ensuring their adherence to SOG standards, processes and procedures.
- Ensuring effective and professional communication to all staff and clients.
- Ensuring effective delegation to your team to ensure the smooth running of the centre.
- Training and developing more junior staff members.
- Ensuring that you and other centre staff adhere to HR policies and procedures.
- Reviewing requests for annual leave and authorizing if appropriate.
- Keeping a log of annual leave, lateness, sickness etc and informing HR of such items.

This list is not exhaustive.

### **QUALIFICATIONS/ SKILLS REQUIRED**

- Working knowledge of Microsoft applications
- Managing a team
- Good understanding of Maths

If you wish to apply for this or any roles, please complete the online application form and send to the address on the form.

Please note we may not be recruiting in a location convenient to you, however we will keep your details on file for a minimum of twelve months and will be in touch in a vacancy arises.