

JOB DESCRIPTION

SECTION: Development

JOB TITLE: **Centre Administrator/Receptionist - ESAM**

RESPONSIBLE TO: Centre Manager - ESAM

FUNDED BY: European Regional Development Fund and Cornwall Council

SUPERVISORY RESPONSIBILITY: None

KEY RELATIONSHIPS:

Internal: CDC Managing Director, Head of Corporate Services, Head of Development, other members of the CDC Senior Management Team, Centre Manager – ESAM, Cornwall & Isles of Scilly Growth & Skills Hub Operations Director & staff, other Cornwall Development Company staff

Council: Officers and support staff within Cornwall Council; particularly CC Property Services, Economic Growth, Health & Safety and IS Departments

External: ESAM tenants, customers, suppliers, contractors and potential occupiers, local, regional and national businesses within ESAM target sectors, industry and sector representative bodies, customers and clients of ESAM including visiting members of the public, private sector and VCSE organisations

MAIN PURPOSE OF THE JOB:

- To support the efficient and effective management of ESAM, providing professional administration and support services to the Centre Manager and, as appropriate, to the occupiers and users of the facility
- To provide 0.5FTE reception cover, providing a professional first point of contact/welcome for visitors to/exiting from the Centre
- To ensure the effective establishment of financial, organisational, secretarial and administrative systems for ESAM that meet internal, EU and other external funding agreement requirements; including the control, retention and retrieval of documentation, data and files/records
- To liaise with occupiers, SLA/service providers, external contractors and suppliers as necessary to ensure the smooth running of the Centre
- In conjunction with the Centre Manager, to ensure compliance with CDC's obligations within the ESAM Operator IDA Agreement such that all relevant statutory obligations are satisfied and that ESAM functions as a safe and secure business environment for its staff, clients and customers
- Whilst there will be core hours some flexibility and availability to work additional hours where possible will be an advantage to cover, events and meeting requirements

KEY TASKS:**Service delivery**

- Provide 0.5 FTE reception cover for visitors arriving at and leaving the Centre, including responding to internal and external telephone calls, dealing with enquiries, signposting guests, managing the receipt and distribution of post etc
- Support the efficient and effective management of ESAM, providing professional administration and support services to the Centre Manager and, as appropriate, to ESAM occupiers and users
- Establish financial, organisational, secretarial and administrative systems for ESAM that satisfy internal and external processes, procedures, statutory and funding requirements
- Support the Centre Manager in ensuring the smooth day to day running of the Centre, liaising with occupiers, SLA/service providers, external contractors and suppliers as necessary
- Co-ordinate the organisation and smooth running of events and meetings
- Support the Centre Manager with ESAM marketing/promotional activities, including engagement with design agencies etc
- Assist with ESAM communications and publicity matters
- Establish and manage the booking/provision of meeting rooms and ancillary services
- Assist with the setting up of meetings and providing Tea/Coffee as required
- Ensure that efficient and effective charging/billing systems are in place and that standards of customer service are always exceptional
- Co-ordinate the implementation of CDC/CC corporate policies and procedures at ESAM

Relationship management

- Build and maintain relationships with customers, clients, contractors and key stakeholders to deliver service requirements
- Develop relationships with ESAM clients and service providers to meet business needs
- Provide appropriate responses to enquiries from stakeholders, seeking approval where required

Service development

- Develop robust administrative and technical processes that support delivery and contribute to the efficient running of ESAM
- Contribute to the development of ESAM marketing, public relations and communications initiatives

Technical

- Provide advice and support to the Centre Manager and ESAM customers/occupiers on administrative and IT systems
- Ensure best administrative practice is implemented in relation to EU requirements, CDC policies, statutory and other legislation

Leadership & management

- Lead the establishment and delivery of the reception service and administration function for the centre management of ESAM
- Coordinate the day to day smooth running of ESAM through the liaison with SLA/service providers

Performance reporting & management

- Develop, run and monitor administrative systems to ensure all internal and external funding body requirements are met, including data collection and internal/external audits
- Support the Centre Manager ESAM in the development of systems to support project requirements
- As required under the direction of the Centre Manager, collate agendas, reports, minutes etc to support the smooth delivery/running of ESAM and any associated decision-making
- Maintain all internal files and data in accordance with EU funding and other audit requirements and Company practices

Resource management

- Ensure robust financial and performance/output records are maintained for all areas of ESAM activity
- Manage petty cash resources on behalf of the Centre/Centre Manager
- Ensure IT systems, equipment and software used within ESAM's 'common areas' are fit for purpose and that their use is compliant with corporate policies and external funding requirements

Customer feedback

- Provide the main point of contact for ESAM clients/customers, seeking regular feedback and determining appropriate responses when required
- Collate written responses to enquiries and complaints for approval by senior staff

KEY RESULT AREAS:

- Provision of professional administration and support services to ensure the efficient and effective day to day running of ESAM
- Meeting the needs of the ESAM's client business and customers through the provision of professional reception and other support services
- Meeting all relevant monitoring, reporting, audit, compliance and probity requirements
- Effective liaison with SLA/service providers, external contractors and suppliers as necessary to ensure the smooth running of the Centre
- Supporting the satisfaction of the ESAM Operator IDA Agreement obligations and targets
- Ensuring that ESAM functions at all times as a safe and secure business environment

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - being committed to a low carbon future for all
 - Take responsibility for own self-development on a continuous basis.
- Carry out responsibilities with due regard to the Data Protection Act and current Data Protection policy
- Carry out responsibilities with due regard to the Company's Equal Opportunities and Sustainable Development Policies
- Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.

In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties

Date last reviewed: December 2019

Approved by manager: December 2019

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

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EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Significant experience in a public facing senior level administration role • Experience of EU funding Programmes and meeting their compliance, audit and administrative requirements • Experience of coordination and supervision • Experience of developing administrative systems to meet user and Programme needs • Experience of managing resources 	<ul style="list-style-type: none"> • Experience of liaison with the private, public and voluntary sectors • Previous experience of working within a collaborative business/centre management environment 	<ul style="list-style-type: none"> • Application form/ CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • NVQ3 in Business Administration or demonstrable equivalent qualification 	<ul style="list-style-type: none"> • Level 4 qualification 	<ul style="list-style-type: none"> • Application form/ CV • Certification

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Ability to liaise with multi-disciplinary teams • Ability to work pro-actively, on own initiative or as part of a team • Excellent communication and negotiating skills • Report writing skills 	<ul style="list-style-type: none"> • Proven ability to influence others to achieve outcomes • Networking skills 	<ul style="list-style-type: none"> • Application form/ CV • Interview • References

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Ability to monitor budgets and outputs against targets and provide clear reports • Ability to lead areas of work and coordinate the work/activities of others • Ability to organise and coordinate travel 	<ul style="list-style-type: none"> • A good understanding of Enterprise Resource Planning (ERP) systems or similar 	<ul style="list-style-type: none"> • Application form/ CV • Interview • References

<p>arrangements, meetings or other events</p> <ul style="list-style-type: none"> • Minute-taking skills • Ability to use initiative, innovate and find solutions that are achievable and realistic • Good research skills and the ability to assess and interpret data • Ability to compile information, format and present in an effective way • Ability to contribute to the development of PR and communication processes 		
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ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Fully competent in the use of ICT including the main Microsoft packages • Some flexible working outside normal office hours may be required 	<ul style="list-style-type: none"> • Access to own vehicle 	<ul style="list-style-type: none"> • Application form/ CV • Interview • References