



UBC^{UK} Limited Job Description

Job Title: Business Centre Manager (BCM)
Responsible to: National Operations Manager

Main purpose of the role:

To provide overall management of the business centre or centres. The BCM is responsible for ensuring customer service excellence is provided at all times and creating a dynamic working environment that will attract new business and retain the existing clients.

To support the company mission through day to day activities. The company mission is *“to be renowned as the first choice for flexible serviced office space, business support and meeting facilities”*

Personal Profile:

Outgoing, enthusiastic, honest and confident individual who possess the following attributes;

- Strong sales ability, with a proven track record of success
- Passionate about customer service constantly striving to improve performance
- Ability to up sell and cross sell where possible
- Excellent communication skills, both written & verbal
- Demonstrates customer led thinking in creating a dynamic working environment
- Very strong negotiator, with a proven track record of success
- Excellent leader with experience in coaching and mentoring
- Confidence to interact with a range of clients and colleagues up to board level
- Creative approach to problem solving, often thinking outside the box
- Proactive approach to the working environment with flexibility to adapt to changing demands
- Professional attitude and appearance
- Extremely well organised
- Fully competent in the use of MS Office with experience of CRM and billing software packages

Key Responsibilities

- Account management of the clients the centre to establish strong and beneficial relationships
- Responsibility for driving the sales at the centre by exhausting all business opportunities for office space, virtual offices, coworking and meeting rooms
- Conduct centre tours for prospect clients.
- To promote the business centre and UBC^{UK} Ltd, locally through business networking and generating business referrals.
- Network with clients to build strong relationships and generate referrals

- Manage the day to day needs of existing clients ensuring delivery of exceptional high customer service
- Responsible for the renewal and development/expansion of all clients within the centre
- Increasing the revenue opportunities through strong product sales and renewal negotiations
- Drive and maximize service revenue through up selling and selling variable services to clients
- Responsible for the monthly billing and client invoicing process
- Responsible for the debt management and working alongside the Finance Team to recover all outstanding monies from clients in a timely manner
- Monitor, record, analyse and report on activities relating to occupancy, debt and renewals with effective and efficient use of the CRM
- Deal with customer complaints to a satisfactory resolution
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- Line manage and develop the Customer Service Assistant(s) for the centre
- Ensure centre complies with all aspects of current Health, Safety & Security regulations, Money Laundering regulations and GDPR
- Ensure the centre complies with company standards on visual inspections, renewal performance, service revenue performance, debt management and business administration
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- Manage the suppliers to the business centre and tender/renew contracts where necessary
- Provide facilities management for the business centre

Key Competencies:

Competency

Key Action

Proactive	Ability to anticipate client requirements
Initiative	Takes action, initiates customer service
Energy	Maintains high productivity/activity level
Customer Service Orientation	Takes steps to insure customer satisfaction, responds to inquiries in a timely manner. Able to handle difficult situations
Teamwork/Collaboration	Supports team goals, cooperates and demonstrates positive attitude toward others
Team Management	Demonstrates ability to manage a team.
Planning/Organizing	Sets priorities, Establishes objectives/milestones, schedules activities effectively.



Formal Presentation/Communication	Thinks on their feet, professionally presented
Work Standards	Sets high performance standards for self and the organization, performance demonstrates value for quality, completes and submits timely and accurate reports
Motivational Fit	Has a positive upbeat attitude toward work. Reliable. Professional manner. Flexible and calm under pressure