

## NORTH EAST BUSINESS AND INNOVATION CENTRE (BIC) LTD VACANCY

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<b>Job Title:</b>	<b>Services Executive</b>
<b>Department:</b>	<b>Business Central</b>
<b>Responsible to:</b>	<b>Centre Manager</b>
<b>Salary:</b>	<b>£18,000.00 plus benefits</b>
<b>Based:</b>	<b>Darlington with occasional travel</b> <i>(During the development phase of Business Central, both prior to and post opening there will be the need to travel to the North East BIC in Sunderland for training. The permanent base for the position is Darlington).</i>

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### BACKGROUND

Business Central is an exciting new development located in the Central Park Enterprise Zone, Darlington. Scheduled to open in April 2015, the building will offer space for up to 60 businesses, meeting rooms and an Open Space co-working facility.

Digital enterprise, biologics and advanced engineering will be among the sectors supported at the site which will be operated by North East Business Innovation Centre (BIC) Ltd who were awarded the contract by Darlington Borough Council in January 2014.

A new build, the development will also provide on-going access to business support. This will be delivered via the BIC's subsidiary company TEDCO Business Support Ltd (TEDCO).

Funding for the £6.6m project came from the European Regional Development Fund, the Homes and Communities Agency (HCA), and Darlington Council. Both the BIC and TEDCO have established reputations for delivering business support and running business support centres.

Part of the major investment programme in the area, Business Central is ideally located just off Yarm Road, next to Darlington Railway Station and the new £38 million National Biologics Centre which is due for completion about the same time. Also on the park are Teesside University and Darlington College.

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### JOB SUMMARY

An exciting opportunity to be part of the newly developed Business Central team, the Services Executive will be a key role in the day to day operations of the building.

With responsibility for reception, meeting rooms and administrative systems within in the building, the ideal candidate will have a keen eye for detail and a background in administration as well as customer service or events experience.

Experience of working with people at all levels and deputising for senior members of staff would also be advantageous.

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## REQUIREMENTS

### Essential

- ... Responsible for the operations of the Reception/Business Centre front of house
- ... Meeting room management
- ... Processing of card payments
- ... Event planning
- ... Processing , reviewing and renewing occupancy agreements
- ... Overseeing client transitions
- ... Invoice and purchasing systems
- ... Database management
- ... Staff Supervision
- ... Administration and operational support
- ... Deputising for Centre Manager as and when required
- ... Experience of managing a variety of competing high-priority tasks and customer enquiries on a day to day basis.
- ... Competent user of business packages including Microsoft Office
- ... Overseeing building operations
- ... Excellent communication skills, able to communicate effectively both verbally, visually and in writing.
- ... Impeccable customer service skills as you will be dealing with all levels of personnel.
- ... Ability to multi-task
- ... Flexibility with regard to duties and when required support other roles.

### Desirable

- ... Awareness of SME business support infrastructure in the Tees Valley / Darlington area

### Personal Specification

Factors	Description	Essential	Desirable	Assessment
Education / Qualifications	<i>NVQ level 2 in Business Administration or equivalent.</i>	<i>Y</i>		<i>Application Form and Certificates</i>

