

Job Description Title:	CENTRE COORDINATOR
Line Managed By:	Senior Technical and Site Manger
Line Manager For:	Centre Administration Staff as applicable
Department / Work Area:	The Food Works ^{SW}
Hours:	Full Time, Office Based, 37.5 hrs per week (Mon –Fri)
Annual Leave:	25 in addition to 8 statutory

SPECIFIC JOB DESCRIPTION ROLE REQUIREMENTS

Job Purpose: The Food Works^{SW} site seeks to provide a food grade premises and a food technology resource of excellence in the South West for food and drink manufacturing businesses to enable them to grow and develop to a sustainable level where they can transfer operations into larger units. The purpose built facilities on The Food Works^{SW} site will provide opportunities and support for businesses currently facing growth barriers in terms of accessing suitable premises to operate from and developing effective food technology and business development solutions. As a place of manufacturing excellence, The Food Works^{SW} site must have a culturally positive environment for all stakeholders with a positive continuous improvement attitude to all operations.

Role Requirements: To effectively market, promote and develop The Food Works^{SW} site, facilities, resources and commercial services to the food and drink industry SMEs and the wider business and community sectors in order to support growth across the South West and the sector.

The role is to coordinate activity effectively within The Food Works^{SW} site, including daily on-site presence, general administration, tenant support, partnership development, and promotion of the Forum’s technical services with an emphasis on office and site management, including supporting the Senior Technical and Site Manager with facilities management. Care must be taken to ensure that operational practices, processes and deadlines are in line with all legal, statutory and regulatory duties, contractual obligations and any funding requirements.

A significant aspect of the role is the management of The Food Works^{SW}, facilities maintenance, security, partnership development with business and community organisations, diary management for room hire and a high standard of administration and customer relations.

The post holder will report to the Senior Technical and Site Manager and support The Food Works^{SW} team who will be responsible for the day to day operations of The Food Works^{SW} and delivery targets.

Principle Duties / Responsibilities:

To provide ‘front of house’ and reception duties, coordinating room bookings, engaging with client groups, proving a high standard of administration and database updates as well being the first point of call for Business Unit tenants regarding site issues and concerns to ensure that The Food Works^{SW} is viewed as a centre of excellence for the industry.

The main activities associated with this role include the following, although this is not a definitive list:

Facilities Coordination

To support the Senior Food Technical Manager, and the NPD/Innovation Manager and coordinate;

- Meeting room and kitchen hire bookings;
- Site maintenance schedule, ensuring all maintenance is undertaken in a timely and cost efficient manner;
- Gather quotes from suppliers/contractors, and manage all work being undertaken onsite;
- Promote utilization of the site facilities including the business units and development kitchens to all prospective users;
- Manage the facility on a day-to-day basis ensuring it meets legislative standards
- Reception duties and the first point of enquiry within The Food Works^{SW};
- Administration of the food park obligations and audit of systems where required;
- General office filing, shredding, opening post, diary management, typing, reporting and other administrative duties;
- Providing office cover when staff are away from the office;
- Customer liaison and acting as receptionist with telephone answering;
- Ensuring the building, offices, meeting rooms and development kitchens are clean and remain tidy for staff, visitors and clients including room set up and clear down;

- Ensure onsite presence, liaising with the Forum team, The Food Works^{SW} team and security in the event of absence due to statutory holidays and or team days;
- Engagement with local community groups, education and training providers to assess needs of groups and utilisation ideas to support the groups whilst showcasing The Food Works^{SW} and meeting the Forum's 'Social Value' activities;
- Responsible for updating/issuing tenant welcome packs and completing tenant inductions;
- Managing facility inventories and completing pre and post hire checks;
- Ensure compliance with all policies, operating procedures and maintenance schedules, logs/records for the hub and site in terms of H&S, risk assessment, fire and evacuation, alarms, CCTV, IT, general maintenance, key/security codes, key holders, tenants commencing and exit leases;
- To assist with the management and reporting of; asset registers, maintenance schedules, quarterly tenant surveys, annual tenant surveys, user and neighbour feedback/complaints/surveys, annual facilities evaluations and other surveys as required;
- Raising invoice requests with the Forum's Head Office Finance Department for room and facilities hire;
- Assist with the marketing of The Food Works^{SW} through events and PR campaigns as appropriate in conjunction with the Partners and the Forum's marketing teams;

Tenant Support

- To facilitate unit handovers, issuing Tenant Welcome Packs and keys and conducting formal inductions, compliance activity and support with subcontractors on site;
- To provide tenant/unit inspections as required;
- To deal effectively with tenant/unit/site enquiries or complaints;
- To manage tenant surveys and evaluations;

Business Engagement

- To be The Food Works^{SW} main point of contact for all visitors and users of The Food Works^{SW};
- Handle business / user enquiries professionally, with confidence and to support the enquirer;
- Completed Forms/documents updated on to the database for Client Management and for monitoring The Food Works^{SW} performance;
- Ensure questionnaires are completed fully and correct by staff, to input within 48 hours on the central system, with referrals as appropriate to partner agencies;
- Ensure all visitors/users complete feedback sheets which should be recorded, logged and ready for monthly reporting;

Partnership Development

- To liaise with partner organisation for meetings and events;
- To develop stakeholder relationships (companies, governmental and non-governmental organisations, community groups and educational institutions amongst others);

Health, Safety and Welfare

- Managing legal compliance and statutory requirements including, but not limited to, evidence of insurances, HSE, undertaking and adhering to risk assessments, data protection and GDPR, updating all standard operating procedures and policies, undertaking and familiarisation of all alarms including testing;
- Responsible for H&S onsite, undertaking regular fire alarm testing and site evacuations;
- Ensuring that all site staff receive the relevant legislative training – H&S, first aid, risk assessment and fire warden;
- Relevant H&S training to be conducted and maintained;
- Reporting and documenting all activity such as accidents, incidents and complaints;
- Continual professional development of self and others as required within H&S;
- NEBOSH or IOSH qualification to be held, or achieved whilst in the role;
- Maintain a safe site, managing the health and safety of self and others;
- Being a site key holder and responding to site security issues as required;
- To complete site risk assessments and safe systems of work

Other Specific Duties

- To manage the input of data in to the Forum's central business support information system and Growth Hub systems where applicable;
- Administration of funded projects;

- Timesheets, project sheets and administration by required deadlines;
- To be accountable for delivering all areas of the job role whilst being flexible to support others and to undertake any commensurate tasks, other duties or role, as appropriate, that may be required from time-to-time to support the organisation;
- Be responsible for GDPR and the health and safety of self and others, ensuring work areas are clean, tidy and free from confidential information, obstruction and to contribute to assessment and reporting of risks in/on the premises;
- Demonstrate action toward the Forum's equality, sustainability, and health and wellbeing policies and actively promote and adhere to all policies;
- To play a full part in the life of the Forum and its community, to support its distinctive aim and ethos and to encourage staff to follow this example and work well with others, following the guidelines on the staff charter;
- To work towards objectives and targets, as identified in the Performance Management process, completing the cycle annually;
- Completion of diaries, calendars, timesheets and administration by required deadlines;
- Monitor and report on targets and own performance as required;
- To maintain and update 'Standard Operating Procedures' for all allocated tasks;
- To show a record of excellent attendance and punctuality.

The role will be supported by Food and Drink Forum head office staff in relation to the site, business support, financial procedures and the strategy for the site, as well as any further areas of support as required.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and you may be required to perform other duties as required. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. This job description is current at the date shown, but following consultation with you, may be changed by the General Manager to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Signature:	Date:
Name of Appointee:	
Date of Appointment:	
Employee Number:	
Revision Date:	

PERSON SPECIFICATION ATTRIBUTES

QUALIFICATION REQUIREMENTS	
Business Degree	Desirable
Health and Safety Certification (IOSH/NEBOSH/Fire Marshall First Aid))	Desirable
SKILLS, KNOWLEDGE & EXPERIENCE	
Food Manufacturing:	
Buying and procurement skills	Essential
Facilities:	
Maintenance Scheduling	Desirable
Risk Assessment Knowledge and Experience	Desirable
Facilities management	Desirable
Emergency Planning	Desirable
Procurement	Desirable
Management:	
Partnership Working / Networking	Essential
Contract Management and Reporting Experience	Desirable
Senior Management Experience	Desirable
Project management skills	Essential
Leadership skills	Desirable
Line Management Experience and Skills	Desirable
Sales Skills	Desirable
Policies and procedures	Essential
Income generation / commercialization	Desirable
Administration:	
Front of house / reception skills	Essential
Time / Diary Management / Room or facilities Hiring	Essential
Presentation skills	Desirable
Marketing Skills	Desirable
Administration skills	Essential
MS Office Skills / IT Skills	Essential
H&S experience	Essential
Emergency/Fire safety experience	Desirable
HR experience	Desirable
Compilation of Standard Operating Procedures and Policies	Desirable
Project documentation and file management	Essential
HR experience	Desirable