

Job Description

Job title	Innovation Centre Manager
Directorate	PLACE : Regeneration, Community and Culture
Division	Regeneration
Range	MPR 6
Reports to	Head of Economic Development, Innovation and Town Centres

Main purpose of the job:

To manage all aspects of the Innovation Centre Medway (ICM) and Innovation Studio Medway (ISM). To include sales, marketing, tenant contract issue and management, finance budgeting, P&L and invoicing, procurement, property and contractor management, data centre IT, team management, tenant management and running a Cafe.

Accountabilities and outcomes:

To maximise the revenue generated from all sources related to the ICM and ISM realising the profit targets within the Council's budgeted forecasts.

To ensure service levels provided to ICM and ISM tenants and visitors remain at a high level, looking to improve processes and drive change improvements.

To manage and conducting performance and development reviews for team members and undertaking recruitment of personnel when required.

To manage all operational aspects of the ICM and ISM, including the reception, Café, data rooms, property maintenance, phone systems, presentation technology, procurement, tenant contract issue and management, sales and marketing and contractors to ensure the buildings remain safe and operational.

To provide tenant support, answering queries, solving issues, finding flexible answers to their challenges whilst providing a confidential supportive approach to their business challenges and opportunities.

To support, promote and facilitate business support services to tenants working closely with the Council Economic Development team.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Head of Economic Development, Innovation and Town Centres

The post holder will have line management responsibility of the ICM and ISM team.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at the Innovation Centre Medway, although they may be expected to work at any location across Medway.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A relevant degree, or equivalent qualification, in the subject area
- Qualified First Aider or commitment to attain
- Qualified Fire Marshall or commitment to attain

Level B in addition

- Qualified First Aider
- Qualified Fire Marshal

Level C in addition

- A Level 6 project management or asset management qualification

Knowledge

Level A

- Good health and safety knowledge
- Good working knowledge of Word and Excel
- Property management knowledge and the relevant regulatory requirements.
- Knowledge of HR practices and processes

Level B (in addition)

- Comprehensive general health and safety knowledge
- Comprehensive property management knowledge
- Comprehensive ability to write and operate moderately complex Excel programs.
- Good knowledge of all ICM and ISM systems.
- Good diverse range of knowledge covering IT, marketing, sales, and finance



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- Knowledge and understanding of the One Medway Council Plan and service plan and how this role and the team contribute to delivering the outcomes

Level C (in addition)

- Comprehensive knowledge of all ICM and ISM systems.
- Excellent financial management and business acumen knowledge (and at level B in skill)

Experience

Level A

- 5 years minimum property/ facilities management experience.
- Budget ownership and cost management
- Experienced in line management and leading successful teams.
- Experienced in collaborating with contractors and clients

Level B (in addition)

- Experienced in managing and running all aspects of financial management relating to properties concerned.
- Competent process management analysis and improvement skills.

Level C (in addition)

- Extensive line management experience and dealing with a range of people related matters.
- Experienced in all aspects of the successful delivery of property/facilities projects.

Skills

Level A

- A full driving licence and access to own transport for business purposes.
- Developed communication skills. Confidently presents varied information to a range of audiences.
- Able to work on own initiative.
- Competent Project management skills
- Has a customer centric approach and able to deliver a high level of customer support.
- Good at multi-tasking.

- Proficient knowledge of Microsoft packages such as Excel, Teams, and Word
- Good ability to proactively sell and market property units.
- Good financial and business acumen.
- Can manage staff issues illustrating a good understanding of the relevant HR and business issues pertaining to the situation in question.
- Can identify changes that need to occur at the ICM and ISM, implement the change and identify risk, engaging stakeholders throughout.

Level B in addition

- Able to work with minimal guidance or minimal direction from management.
- Comprehensive competent operational, financial and property management skills
- Proficient ability to proactively sell and market property units with little oversight.
- Good at problem solving and identifying effective resolutions
- Creative and innovative in ability to maximise revenue generation

Level C in addition

- Able to lead on and successfully implement projects and procurement activities relating to the ICM and ISM.
- Extensive multi-tasking ability
- Extensive effective operational management and process improvement.



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