

Job Title	Range ¹	Entry	One Level		
Café Assistant	Range 1	To support the operation of the café, preparing and serving food and drinks to customers.	<p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Good levels of literacy and numeracy <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of how to prepare and serve food and drinks to customers. Knowledge of operating till and taking payments <p>Experience</p> <ul style="list-style-type: none"> Previous experience of serving in a café or similar role. <p>Skills</p> <ul style="list-style-type: none"> Customer centricity: High level of customer service skills 		
Job Title	Range ²	Duties	Level A	Level B	Level C
Innovation Centre Caretaker	Range 2	<p>Undertake general caretaker duties such as unlocking and locking the sites, cleaning the floors etc. to ensure that premises are always presented to the agreed standard.</p> <p>Operate the portage service, setting up meeting rooms and relevant equipment, moving furniture around if required and delivering bulky postage items to ensure the premises are set up and equipped to the required standard.</p> <p>Maintain the buildings and grounds such as the polishing the tiled floors, installing car parking and office signage, apply salt to car park and external walkways when required, replace light bulbs and generally oversee contractors when on site ensuring that all areas are effectively maintained</p>	<p>Required for this level</p> <p>Qualifications</p> <ul style="list-style-type: none"> . Basic Health and safety (level 2 or equivalent certificate) <p>Knowledge</p> <ul style="list-style-type: none"> General all round handyperson knowledge of how to prepare a room for painting, use a drill, floor cleaning techniques and the right chemicals to use, of how to store chemicals and paint safely, of the different types of bulb wattage for a variety of light fittings, safe movement of furniture . 	<p>In addition to level A</p> <p>Qualifications</p> <ul style="list-style-type: none"> Qualified First Aider Qualified Fire Marshal Qualified evacuation chair user Working towards Level 3 H&S <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of how to clean windows with a pole How to move floor ports safely Good Health and safety knowledge. Knowledge of burglar alarm controllers and system General knowledge of how air conditioning controllers and systems operate. 	<p>In addition to levels A and B</p> <p>Qualifications</p> <ul style="list-style-type: none"> Level 3 health and safety certificate or equivalent <p>Knowledge</p> <ul style="list-style-type: none"> General knowledge required to maintain and repair office equipment not serviced by external contract.

		<p>and comply with relevant H&S policy requirements.</p> <p>Undertake maintenance activities such as jet spraying the paving slabs and cladding, clean windows, litter picking, sweeping and debris clearing, including sorting out the refuse bins, emptying the cigarette bin and keeping the exterior and interior communal areas and car parking tidy.</p> <p>To prepare offices for new tenants to include painting, carpet cleaning and laying, moving floor ports, installing tenant signage on door and in the car park and removal and installation of wall hanging items as required.</p> <p>Test the fire alarms weekly on both sites to ensure that they are working effectively and that all health and safety requirements are complied with.</p> <p>To provide support to the ICM manager on ad-hoc tasks, such as covering of the reception area as and when they are required.</p>	<p>Experience</p> <ul style="list-style-type: none"> • Experience of lone and team working • Experienced in shutting and opening buildings • Used to working with clients face to face • At least 2 years' experience of working in a similar role <p>Skills</p> <ul style="list-style-type: none"> • A full driving licence and access to own transport for business purposes • Good communication skills to build effective working relationships. • Ability to organise work and respond to changing priorities. • Customer Centric and able to deliver a high level of customer support. • Good problem solving from a handyperson perspective using initiative. • All round handyperson skills such as painting, maintenance repairs, jet washing, locking and unlocking the building etc. 	<p>Experience</p> <ul style="list-style-type: none"> • Experienced in providing cover on reception, picking up calls or handling queries • Experience of testing and recording all Fire related weekly and monthly tests • Of overseeing the contractors on site and ensuring that they comply with H&S <p>Skills</p> <ul style="list-style-type: none"> • How to lay and cut carpet tiles and laminate flooring. • Flexibility to adjust work to embrace ever changing requirements in discussion with ICM manager. • Customer centric and able to deliver a high level of customer support managing most issues independently. • Able to complete all H&S and fire checks in line with policy and guidance. 	<p>Experience</p> <ul style="list-style-type: none"> • Highly experienced and proficient in a broad range of facilities and maintenance skills that maintain the building to a safe standard. <p>Skills</p> <ul style="list-style-type: none"> • Excellent relationship building skills. And ability to solve building related issues that arise. • Manages own regular work with little reference to ICM manager. • Customer centric and able to deliver a high level of customer support managing issues autonomously. • Excellent problem solving from a handyperson perspective using lots of initiative.
Innovation Centre Receptionist	Range 2	<p>To perform the day-to-day operations of the reception desk acting as a first port of call for tenants and visitors, providing effective administration of office services, and ensuring all enquiries are dealt with politely, promptly, and accurately.</p> <p>Provide support to all team members across all areas of ICM activity be they financial, property or Café based to deliver effective services to customers.</p> <p>To administer various IT systems to ensure that systems are operating correctly and providing effective services.</p> <p>To provide support to the ICM manager and Front of House manager on any ad-hoc tasks as and when they are required.</p>	<p>Required for this level</p> <p>Qualifications</p> <ul style="list-style-type: none"> • GCSE, or equivalent qualification, in Maths and English, at Grade 4-9 or equivalent level <p>Knowledge</p> <ul style="list-style-type: none"> • Good working knowledge of Microsoft Word and Excel. • Basic general health and safety knowledge 	<p>In addition to level A</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Fire Marshall • Food & Hygiene Level 2 • First Aid certified <p>Knowledge</p> <ul style="list-style-type: none"> • Good general health and safety knowledge • Good knowledge of most of the ICM and ISM systems, to include Door entry system, Telephone, photocopier, franking machine, post, invoicing, burglar alarms, fire alarms and meeting room equipment. • Basic knowledge of finance systems such as integra 	<p>In addition to levels A and B</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Good knowledge of Food Standards Authority Audit process and requirements • Comprehensive knowledge of all ICM and ISM systems, to include Door entry system, Telephone, photocopier, franking machine, post, invoicing, burglar alarms, fire alarms and meeting room equipment.

					<ul style="list-style-type: none"> Good knowledge of how to perform integra related activities relating to the ICM/ISM
			Experience <ul style="list-style-type: none"> Basic knowledge of systems such as door entry system, telephone, photocopier, franking machine, post, invoicing, burglar alarms, fire alarms and meeting room equipment Experience of working as a receptionist or in a similar service based environment 	Experience <ul style="list-style-type: none"> Experienced in providing a broad range of reception services, offering advice and guidance as required and dealing with customer enquiries to a satisfactory standard. Experienced in resolving health and safety issues as they arise. Experience of administrative processes that support the effective running of the site. Experience of providing cover as required in the running of the Café service. 	Experience <ul style="list-style-type: none"> At least 3 years' experience of working in a reception or similar service-based environment. Highly experienced in resolving customer related queries to a high standard. Experience of successfully resolving problems to the satisfaction of all parties.
			Skills <ul style="list-style-type: none"> Able to perform many tasks on their own initiative Customer Centric and able to deliver a high level of customer support A good communicator with the confidence to deal with the public 	Skills <ul style="list-style-type: none"> Customer Centric and able to deliver a high level of customer support managing most issues autonomously Excellent verbal and written communication skills Good problem-solving skills and the ability to seek successful resolution 	Skills <ul style="list-style-type: none"> Will have strong organisational skills with a methodical approach to work. Able to multitask and have excellent time management skills. Strong attention to detail Flexibility in adapting to competing priorities and able to respond appropriately to requests to change/cover other work. Able to adapt to and work with new technology.
Front of House Manager	Range 3	<p>To manage the day-to-day operations of the reception desk acting as a first port of call for tenants and visitors ensuring all enquiries are dealt with politely, promptly, and accurately.</p> <p>To manage all aspects of the Café Day to day operations ensuring suitable staffing levels are maintained, health and safety protocols re followed, stock management is controlled, and end of day revenues are provided.</p> <p>To manage conducting performance and development reviews for personnel within the Café and Reception team ensuring sufficient coverage of both services.</p> <p>To administer various IT systems such as door entry, telephone, and conference presentation</p>	<p>Required for this level</p> <p>Qualifications</p> <ul style="list-style-type: none"> GCSEs at Grade 4 or above, or equivalent level qualification, including Maths and English Food and Hygiene Level 2 certificate or commitment to attain within first year. a qualified First Aider or commitment to attain. a qualified Fire Marshal or commitment to attain. <p>Knowledge</p> <ul style="list-style-type: none"> Good health and safety knowledge Good working knowledge of Word and Excel 	<p>In addition to level A</p> <p>Qualifications</p> <ul style="list-style-type: none"> Food & Hygiene Level 2 certificate A qualified First Aider A qualified Fire Marshall <p>Knowledge</p> <ul style="list-style-type: none"> Comprehensive general health and safety knowledge Comprehensive Food Standards Authority Audit process and requirements 	<p>In addition to levels A and B</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> Extensive Food Standards Authority Audit process and requirements

		<p>kit.</p> <p>To provide support to the Innovation Centre Manager (ICM) manager on ad-hoc tasks as and when they are required.</p>	<ul style="list-style-type: none"> Good knowledge of a performance appraisal process 	<ul style="list-style-type: none"> Good knowledge of all ICM and ISM systems, to include Door entry system, Telephone, photocopier, franking machine, post, invoicing, burglar alarms, fire alarms and meeting room equipment. Good knowledge of relevant elements of financial processing systems such as integra. 	<ul style="list-style-type: none"> Comprehensive knowledge of all ICM and ISM systems, to include door entry system, telephone, photocopier, franking machine, post, invoicing, burglar alarms, fire alarms and meeting room equipment.
			<p>Experience</p> <ul style="list-style-type: none"> Some experience of supervising others Good process management improvement skills Experience of providing good customer service At least 2 years' experience working in a reception or running a café. 	<p>Experience</p> <ul style="list-style-type: none"> Developed line management experience. Competent Process management analysis and improvement knowledge Experience of undertaking new promotions and suggesting new ways of working. Experienced in the management of both reception and café areas. 	<p>Experience</p> <ul style="list-style-type: none"> Experience of interpreting integra debtor information in a meaningful manner taking necessary actions. Owning and successfully implementing projects or tasks delegated by the ICM manager Has managed staff issues illustrating a good understanding of the relevant HR and business issues pertaining to the situation in question with minimal support required by the ICM Manager.
			<p>Skills</p> <ul style="list-style-type: none"> Developed communication skills. Confidently presents varied information to a range of audiences. Able to work on own initiative. Run with guidance and support projects and issues delegated by the ICM manager. Customer Centric. Deliver a high level of customer support managing autonomously minor issues. Able to supervise staff and manage staff issues as they arise. Good at multi-tasking Good operational management 	<p>Skills</p> <ul style="list-style-type: none"> Comprehensive ability to write and operate moderately complex Excel programs. Run with minimal guidance and support projects and issues delegated by the ICM manager. Can identify and prioritise customer needs Adopts a professional approach to customers. Responds effectively to unforeseen events 	<p>Skills</p> <ul style="list-style-type: none"> Extensive ability to multi-task Extensive effective operational management skills Able to handle unexpected situations or difficult challenges, accurately assessing problems and coming up with effective solutions
Managed Workspace Co-ordinator	Range 4	<p>Prepare Heads of Terms for leases for tenants to sign, collating all the documentation to be sent to Legal to write the property lease and then reviewing the draft lease after Legal have produced it before sending it out.</p> <p>Oversee the maintenance and upkeep of property facilities and surroundings, ensuring that the utility needs of tenants are met.</p> <p>Carry out the marketing and advertising of property vacancies to attract new tenants,</p>	Required for this level	In addition to level A	In addition to levels A and B
			<p>Qualifications</p> <ul style="list-style-type: none"> 5 GCSEs, or equivalent, at Grade 4 or above, or equivalent level, including Maths and English. Qualified First Aider or commitment to attain Qualified Fire Marshall or commitment to attain 	<p>Qualifications</p> <ul style="list-style-type: none"> Working towards Level 3 or equivalent in customer service or similar Qualified First Aider Qualified Fire Marshall 	<p>Qualifications</p> <ul style="list-style-type: none"> Level 3 or equivalent in customer service or similar
			<p>Knowledge</p> <ul style="list-style-type: none"> Good health and safety knowledge 	<p>Knowledge</p>	<p>Knowledge</p>

		<p>ensuring that vacancies are minimised, suitable tenants are identified and that all opportunities to maximise income are explored and considered.</p> <p>Undertake a range of financial transactions such as making payments, preparing budget information, compiling expenditure information, and analysing financial records to ensure that all such actions are generated in accordance with Council policy and operational procedures.</p> <p>Liaise and engage with a broad range of contacts, including tenants, contractors, suppliers etc. to seek to resolve any matters raised, such as complaints or disputes, in a timely and efficient manner.</p> <p>Generate invoices for tenants on all 4 sites, ICM, ISM, Pier Road, and Hopewell, dealing effectively with invoice queries, issuing refunds, credits, deposit refunds and raising Purchase Orders.</p> <p>Prepare and produce the annual projected rent forecast for Hopewell and Pier Road, ensuring that the data presented provides sufficient detail, is accurate and identifies any associated risks.</p>	<ul style="list-style-type: none"> • Good working knowledge of Word and Excel • Property management knowledge and the relevant regulatory requirements 	<ul style="list-style-type: none"> • 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 and ability to cover reception effectively if called upon to do so. • Good knowledge of relevant elements of financial processing systems such as integra • Good Knowledge of the contract issue process for Pier Road and Hopewell • Comprehensive knowledge on managing and running all aspects of financial management relating to all properties concerned. 	<ul style="list-style-type: none"> • Extensive Food Standards Authority Audit process and requirements knowledge. • Comprehensive knowledge of all ICM and ISM systems, to include Door Entry System, Telephone, photocopier, franking machine, post, invoicing, burglar alarms, fire alarms and meeting room equipment.
			<p>Experience</p> <ul style="list-style-type: none"> • Good Process management improvement skills • 2-3 years running financial management practices • Several years involvement in running facility management • Collaborating with contractors and clients 	<p>Experience</p> <ul style="list-style-type: none"> • Competent Process management analysis and improvement experience • At least 5 years facility management expertise with extensive experience of managing contractors and items of work 	<p>Experience</p> <ul style="list-style-type: none"> • Extensive experience of managing people/teams
			<p>Skills</p> <ul style="list-style-type: none"> • 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. • Run with guidance and support projects and issues delegated by the ICM manager or Head of Property. • Customer Centric. Deliver a high level of customer support managing autonomously minor issues. • Good at multi-tasking. • Proficient in use of Microsoft packages such as Excel and Word 	<p>Skills</p> <ul style="list-style-type: none"> • Run with minimal guidance and support projects and issues delegated by the ICM manager and Head of Property • Customer Centric. Deliver a high level of customer support managing autonomously most issues. • Comprehensive competent operational, financial and property management • Proficient ability to proactively sell and market property units with little oversight. • Good problem solving and resolution. 	<p>Skills</p> <ul style="list-style-type: none"> • Owning and successfully implementing major projects or tasks delegated by the ICM manager. • Can manage Staff issues illustrating a good understanding of the relevant HR and business issues pertaining to the situation in question with minimal support required by the ICM Manager. • High level multi-tasking ability • Extensive effective operational management ability

			<ul style="list-style-type: none"> Good ability to proactively sell and market property units with some oversight. 		
Innovation Centre Manager	Range 6	<p>Oversee the delivery of 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.</p> <p>To Identify new and innovative ways to maximise the revenue generated from all sources related to the ICM and ISM whilst ensuring the spends deliver overall the required surplus within the council's budgeted forecasts.</p> <p>Ensure service levels provided to ICM and ISM tenants and visitors remain at a high level, looking to improve processes and drive change improvements. drive continuous improvement to maximise the use of the buildings, facilities, and all other efficiencies.</p> <p>Manage and motivate team and individual performance, providing direction and leadership, undertaking staff appraisals, addressing welfare, capability and disciplinary issues, advising on personal development, training and coaching, in order to maximise performance from individuals, satisfy personal aspirations and to ensure that staff fulfil their potential and effectively contribute to Council business.</p> <p>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.</p> <p>Provide tenant support, answering queries, solving issues, finding flexible and innovative answers to their challenges whilst providing a confidential supportive approach to their business challenges and opportunities.</p>	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications <ul style="list-style-type: none"> A relevant degree, or equivalent qualification, in the subject area Qualified First Aider or commitment to attain Qualified Fire Marshall or commitment to attain 	Qualifications <ul style="list-style-type: none"> Qualified First Aider Qualified Fire Marshall 	Qualifications <ul style="list-style-type: none"> A Level 6 project management or asset management qualification
			Knowledge <ul style="list-style-type: none"> 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 	Knowledge <ul style="list-style-type: none"> 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 Knowledge and understanding of the One Medway Council Plan and service plan and how this role and the team contribute to delivering the outcomes 	Knowledge <ul style="list-style-type: none"> Comprehensive knowledge of all ICM and ISM systems. Excellent financial management and business acumen knowledge (and at level B in skill)
			Experience <ul style="list-style-type: none"> 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. 	Experience <ul style="list-style-type: none"> Experienced in managing and running all aspects of financial management relating to properties concerned. Competent process management analysis and improvement skills. 	Experience <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 	Skills <ul style="list-style-type: none"> 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 	Skills <ul style="list-style-type: none"> 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.

			<ul style="list-style-type: none">• 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.		
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