**Operations Co-ordinator – Bee House, Milton Park**

**Job Description**

Due to another internal promotion, we are now looking for an Operational Co-ordinator to help run the day-to-day operations of the fast paced, Bee House.

Bee House is Oxfordshire’s largest and newest flexible workspace. This smart building is state-of-the art with a vast range of offices suite sizes, co-working spaces and a large conference and meeting facility.

**Job Purpose**

The primary role of the Operations Co-ordinator is to provide full support and assistance to the Centre Manager to ensure the Centre runs efficiently with high customer engagement and satisfaction.

**Responsibilities**

**Operations**

* Manage and maintain all assets (zip taps, coffee machines, furniture) we are responsible for.
* Maintain the Bee House app including all Companies, users and access control.
* Ensure accuracy of access control system to ensure our building is always secure.
* Ensure buildings procedures and guidance rules are adhered to by all users.
* Help manage the Goods In entrance for post and courier deliveries.
* Assist customers moving in and out of the building ensuring sufficient hand backs of the rooms and full inductions for new customers.
* Keep the operational procedure manual and occupier handbooks up to date at all times.
* Carry out regular building inspections and where required liaise and instruct the FM department.
* Manage service partners, to ensure services and work are completed in the agreed timeframe and to the right standards.
* Liaise with Occupiers on behalf of the FM team to schedule all planned maintenance.
* Work with the FM team to co-ordinate and help run the 6 monthly fire evacuations.
* Identify, propose, and develop environmental and sustainability opportunities for implementation.

**Sales and Marketing**

* Share any Bee House content with the marketing team to help show the range of services and added value events we offer across our social networking platforms and in our newsletter.
* Co-ordinating Occupier events and initiatives.

**Relationship building**

* Delivery exceptional customer service at all levels to all clients, suppliers and occupiers.
* Manager the occupier queries inbox and respond accordingly.
* Deal with any reactive issues in a professional and customer centric way.
* Support the reception team when required.
* Build strong relationships with all colleagues including those based at Milton Park Innovation Centre to ensure full collaboration and support.
* Ensure all occupiers are fully inducted either by sharing the video or in person.

**Administration and Finance**

* Run weekly reports.
* Administer supplier invoices for payment.
* Keep all occupier records up to date.
* Liaise with accounts to approve charge raises and direct debit runs.
* Administer Business Rates and claim relief where possible.
* Administer paperwork for opening and closing of deposits.
* And any other duties deemed reasonable.

**Person Specification**

**Qualities**

* Enthusiastic and passionate.
* Self-motivated and a can-do attitude.
* Willingness to adopt a flexible approach to working patterns to respond to the changing needs of the Centre.

**Skills and experience**

* Excellent Customer Service skills.
* Organised and efficient.
* Attention to detail.
* Excellent time management, able to meet tight deadlines and respond in a timely manner.
* Excellent interpersonal and communication skills able to effectively communicate at all levels.
* Excellent IT skills, in particular Microsoft Outlook, Word and Excel.

Although the above skills and experience are desirable, it is not all essential to be considered for this role. We are looking for the right person with the right attitude to be part of our team.

Full-time permanent contract

Working hours – between 20-37.5 hours per week, Monday to Friday between the hours of 08:00 to 18.00, to be agreed.

Competitive Salary

Holiday – 23 days holiday increasing by a day for each year of service, capped at 25 days + 8 bank holidays

Please send CV and covering letter to, Lorna Wright lorna.wright@miltonpark.com