

## Centre Administrator – Wolverhampton

<b>Contract:</b>	Permanent
<b>Full Time / Part Time:</b>	Full Time
<b>Hours:</b>	35 Hours Per Week Monday – Friday 9.00 – 5.00
<b>Department:</b>	Shopping Centre
<b>Location:</b>	Wulfrun Shopping Centre, Wolverhampton
<b>Salary:</b>	Negotiable

### **Purpose:**

To provide proactive and efficient administrative support to the Office & Centre Manager, always ensuring the highest level of customer service.

### **Key Responsibilities:**

- Manage reception - greet visitors to the management suite in a welcoming and professional manner.
- To answer the telephone, ensuring that all queries are dealt with or passed to the relevant person.
- To provide general administrative support to the Operations Manager and Regional Shopping Centre Manager as required.
- Opening and dealing with post.
- Processing invoices and tracking progress.
- Dealing with email queries as directed by the Regional Shopping Centre Manager.
- Diary management and meeting room management including refreshments when required.
- Maintain and update tenant and unit schedules and share with relevant teams.
- Liaising with contractors and managing signing in & permit processes
- Printing, photocopying and scanning plus any other general office administration.
- To promote and maintain a pleasant and efficient working environment within the centre, and specifically the management suite, including the following:
  - Stationary is available.
  - Office equipment is kept in good working order.
  - Efficient filing system is in place.

- General cleanliness, tidiness and organisation are monitored.
- To assist the Regional Shopping Centre Manager with the monitoring and reporting systems of the service charge budget and expenditure relating to the site.
- Liaising with tenants and letting agents or other professionals to arrange inspections/viewings
- Managing roof top car parks.
- Producing licenses and managing current list of exempt vehicles.
- Arranging the necessary notifications when a permit is to be cancelled or created.
- Liaising with the local Council's rates department.
- Dealing with all parking queries from tenants and customers when required.
- To assist with producing weekly, monthly and quarterly reports as required.
- Assist with rent and debt collections.
- Liaising with the tenants directly and in person with regards any arrears where requested by Regional Shopping Centre Manager.
- Delivering account statements, invoices and other documents by hand to tenants.
- Setting up alerts at Companies House for any tenant who appears nearing financial distress.
- Attend meetings, record and type minutes and manage these.
- Assume role of Fire Marshall as required.
- Monitor slips/trips/falls and complete incident reports and distribute these to the relevant teams.
- Update directory/notice boards for display.
- Liaise with local community groups/businesses.
- Collect relevant details for marketing team to promote tenant offers.
- Create and manage events calendar for the centres and share with marketing, as well as.
- Organise events as directed by the Marketing Team.
- Prepare licenses for promotions and ensure these are paid in advance.
- Maintain a diary for promotions for all colleagues.
- Ensure that the promoters are operating within the boundaries and guidelines of the relevant license.
- Arrange bookings for mall spaces and/or empty unit space for charity use.
- Monitor charities, including charity checks, PLI and mall behaviour.
- To develop and maintain the positive image of the centre in its location.

- To develop excellent relationships with tenants, ensuring that queries are dealt with efficiently and that they receive the highest level of customer service.
- To understand and comply with all Company policies.
- To assist where required with the smooth and efficient operation of the centre.
- Any other duties in accordance with the needs of the business.

## **Person Specification**

- Previous administration experience in a customer focused environment.
- Able to communicate effectively verbally and in writing.
- Excellent customer service and interpersonal skills.
- Excellent organisational skills.
- Able to work as part of a team, supporting colleagues, as well as using own initiative.
- Awareness of legislation relating to Health, Safety and Environment.
- Understand how the industry and the company functions.
- Able to understand and apply all procedures relating to work activities.

## **Qualifications / Training**

- IT literate, able to use MS Office and company specific IT systems.
- GCSE Grade C/4 or above for English and Maths (or equivalent).