

Job Description

Job title	Site Manager
Team	Scottow Enterprise Park (SEP) and Leadership
Site	SEP
Salary grade	Grade 32 – 43 (£35,697 – £48,894)
Responsible to	Hethel Innovation Ltd (HIL) CEO
Responsible for	SEP team
Effective date	1 st November 2020

Role and Context

Job Purpose

To lead the development and daily running of Scottow Enterprise Park including responsibility for operations, site security and financial management. To ensure that an excellent service is provided to all users of and visitors to the site.

Context

Scottow Enterprise Park (SEP) is a 600-acre site in North Norfolk which is home to nearly 150 businesses. Formerly RAF Coltishall, it now benefits from Enterprise Zone status under New Anglia LEP and has been set up to help businesses start, grow, and innovate. It is now owned by Norfolk County Council and Hethel Innovation Ltd (HIL) is the site manager under a new Head Lease responsible for all estates matters including the arrangement of new occupational lettings.

HIL provides a unique business offer by combining best practice estates management with dedicated business support and development. It drives economic growth by developing communities of innovative businesses at both of its business parks. We are a small team with big ambitions – we act as one team across our functions with the primary objective of helping SMEs to innovate and become more productive. We currently operate two sites with plans to take on another 4 within the next 2 years.

HIL is a private limited company wholly owned by Norfolk County Council. Activities of the company are directed by a Board of Directors as set out in the Articles of Association, and voting rights are always such that the County Council representatives on the Board have the majority voting power.

There is an agreed Shareholder Relationship Agreement between the County Council and HIL, which sets out the purpose of the company: to deliver economic development activities in Norfolk to support the County Council's vision and objectives.

Other Job Information (e.g. any special factors or constraints)

The site manager is expected to be an emergency responder for the site. HIL have a contract with Norse security to support the site manager, however the role holder will have to be within a reasonable travel distance/time in case of emergency.

You will be expected to travel to meetings and events as required to benefit your own and the site's development.

Some flexibility on hours will be required to cover for work related activities that need to take place outside of site opening hours.

Principal Duties

- Managing the delivery of all property related services. This work includes:

- Providing a first-class service to tenants
- Negotiating and agreeing tenancies with unit rents of up to £300k pa
- Managing the maintenance team and supervising/implementing agreed maintenance and repair programmes ensuring all work is conducted within HSE guidelines and to accepted best industry practice
- Managing the front of house function (the reception team) and supervising the allocation of meeting rooms and site hire
- Managing 3rd party suppliers, contractors, and the procurement process
- Ensuring all site facilities and services are operational and HSE compliant
- Inputting and updating the CRM to ensure effective estates financial management
- To develop and lead the site masterplan, identifying opportunities to improve site and tenant services, revenue growth, and operational/cost efficiencies
- To manage and develop the marketing of SEP including fully utilising the marketing and partnership opportunities associated with the site, providing guided tours of the site, and representing both HIL and SEP at marketing events
- Integrating with the Business Development Team to provide tenants with access to on-site business support resources thereby facilitating on-site collaboration opportunities
- Lead relevant stakeholder relationships for the site which include the landlord, local authority, Enterprise Zone (New Anglia LEP), heritage, local community, environment/conservation groups
- Assisting with the provision of management accounts and actively engaging in monitoring both financial and operational targets. This will involve supporting the operation of credit control on site
- Managing the SEP on-site infrastructure, including IT, power, water, highways. This could be tenant requirements, maintenance & repair, improvements and taking any necessary restorative action as required to ensure the systems are current and efficient
- Maintaining the site security system and acting as first keyholder for the site
- Carrying out other duties appropriate to the nature and grade of the post, as directed by the line manager

KPIs

- Drive growth of the site by:
 - Generating healthy tenant demand above 90% occupancy
 - Increasing rental income year on year (with agreed targets)
 - Completing the yearly capital and maintenance plan
- Keeping bad debt to less than 10% of turnover
- Creating a community of engaged tenants with an 80% response rate on annual tenant surveys and 20% of tenants engaging with the business development team
- Supporting the hosting and organisation of annual heritage events/actions
- Ensuring staff retention is maintained and the performance of the office and maintenance teams is reviewed every 6 months

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> ● Facilities or Property Management training ● RICS accredited training ● Appropriate H&S training 	<ul style="list-style-type: none"> ● Project Management i.e. Agile or PRINCE2 ● Management training i.e. ILM
Experience	
Essential	Desirable

<ul style="list-style-type: none"> • Experience in or an understanding of incubation strategy and delivery • Facilities management experience including the development and management of maintenance programmes and capital projects • Understanding of Landlord & Tenant Law and experience of negotiating occupational agreements • Experience of leading tenant relations • A track record of building strong networks and the confidence to speak to new people, able to manage multiple contracts and commitments with external organisations • Team management and motivation • Experience with financial management, including invoicing, credit control, P&L and software such as Xero • Experience with procurement of goods and services • Experience of managing 3rd party professionals/trades 	<ul style="list-style-type: none"> • Facilities management on a large site with multiple occupants • Experience of enterprise zones or other business rate incentives • Marketing and promoting property with the ability to achieve high occupancy rates • Former MoD sites with historic importance • Reporting to senior management or company board
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Skills/Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • The ability to learn quickly • A self-starting and motivated attitude • The ability to identify and implement improvements to service provision and internal systems • The ability to manage, both their own heavy workloads and their teams', to deliver a high standard of customer service • Excellent written and verbal communication skills • Complete computer competency and willingness to learn new skills 	<ul style="list-style-type: none"> • An interest in entrepreneurship and innovation • Knowledge of start-up and SME growth • Understanding of business clusters and their development

Behaviours

<ul style="list-style-type: none"> • Takes pride in their work and strives for excellence • Honesty and integrity • Reliable and Flexible • Willing to experiment and test new ideas • Having the courage to lead by example and be open to change

General Information

- The job description details the main outcomes of the job and will be updated if these outcomes change.
- All work performed/duties undertaken must be carried out in accordance with relevant HIL policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.

- Job holders will be expected to understand what is meant by safeguarding vulnerable groups (children, young people and adults) and how to raise concerns.
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

The information in this job description is accurate and reflects the requirement of the role:

Line Manager: Alice Reeve

Position: CEO

Date: 16th September 2020