

## Job Description

<b>Job title</b>	Customer Team Administrator
<b>Contract Type</b>	Full Time, Permanent, 37.5 hours a week
<b>Salary</b>	£TBD
<b>Team</b>	Customer
<b>Site</b>	Scottow Enterprise Park and Hethel Engineering Centre
<b>Location</b>	Various, across HIL owned and operated sites
<b>Responsible to</b>	Customer Manager
<b>Responsible for</b>	N/A
<b>Effective date</b>	ASAP

### **Role and Context**

#### **Job Purpose**

#### **Responsibility statement**

The Customer Team Administrator is responsible for the day-to-day administration of the HIL Customer team, this role will involve the generation of tenancy documents, arranging meetings and viewings with tenants as well as assisting in managing the calendars and appointments for the Customer Team Coordinators.

The Customer Team Administrator is also a customer facing role expected to assist in the handling of some customer engagements and meetings. The role will also be required to assist the Site Teams with communications with tenants and liaising with the finance team to ensure a seamless experience for our tenants.

#### **Context**

Hethel Innovation is a business support organisation. This support is offered in three key ways: space to grow, business insight and connected communities. Space to grow comes from the two sites that Hethel currently runs; Hethel Engineering Centre and Scottow Enterprise Park. These spaces provide business space including workshops, offices, hot desks and more, with a dedicated site team on site and available full time. Business Insight comes from the support services offered by the Business Development team, of which the Innovation Consultants play a key role in. Connected communities are the combination of these previous two factors, using both physical space and support services to bring the business community closer together.

The Customer team are primarily responsible for delivering the Space to Grow element of our mission. Providing members with a seamless lettings experience and liaising with the Innovation consultants to provide a mixture of space and support. They also work on behalf of the Site teams to vet and provide a steady stream of engaged, growth minded and innovative businesses to join our community. Combining commercial property expertise with sales and customer service skills and an understanding of the challenges faced by growing businesses to offer the very best experience.

Hethel Innovation is owned wholly by Norfolk County Council and its board consists of both council members and industry experts. Hethel Innovation's role, as instructed by the council, is to provide economic development in the region.

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

You will be expected to travel to meetings and events as required.

Some flexibility on hours will be required due to training and activities that need to take place outside of usual operating hours. We operate a flexible working policy which can be discussed in relation to your role and contracted hours.

The role holder will be expected to on occasion support the sites with operational duties.

### **Principal Duties**

Responsible for:

- Supporting the Customer team with the creation of tenancy documents including leases, letters and notices.
- Ensuring that key systems are kept up to date with tenant information and movements.
- Maintaining and uploading accurate data on our property management system and CRM system
- Being a first responder to customer enquiries to the team and scheduling in calls and meetings where required.
- Taking a comprehensive initial qualification of all enquiries
- Taking minutes in meetings as required.
- Receiving calls and ensuring that customers receive a first-class experience every time.
- Assisting in the management of the Customer Team calendar to ensure that key deadlines are met (rent reviews, lease expiries).
- Working closely with the Customer Team Coordinators to prioritise administrative workflow.
- Logging activities and ensuring that data on customer interactions is up to date.
- Developing relationships with key stakeholders, both internal and external.
- Assisting Finance and Site teams where required to ensure consistent delivery of service.
- Providing administrative support to the Customer Manager with as required.

### **Person specification**

<b>Experience</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Administrative/PA Experience.</li><li>• Customer Service Experience.</li></ul>	<ul style="list-style-type: none"><li>• Sales Experience.</li><li>• Sales Training</li><li>• Call handling</li><li>• Experience maintaining CRM / Property Management Systems</li></ul>

Skills/Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Attention to detail.</li> <li>• Fluent with Microsoft Office (Outlook, Excel etc).</li> <li>• Ability to prioritise.</li> <li>• Ability to work as a team.</li> <li>• Articulate and Polite.</li> <li>• Initiative.</li> </ul>	<ul style="list-style-type: none"> <li>• Business knowledge (particularly start-up and SME).</li> <li>• Commercial Property Experience.</li> </ul>
Behaviours	
<ul style="list-style-type: none"> <li>• Honesty</li> <li>• Professionalism</li> <li>• Integrity</li> <li>• Flexibility</li> <li>• Accountable</li> <li>• Proactive</li> <li>• Pride</li> </ul>	

#### **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: Arthur Allen

Position: Customer Manager

Date: March 2023