

Job Description

Job title	Operations Co-Ordinator
Team	Broadland Food Innovation Centre (BFIC)
Site	BFIC
Responsible to	BFIC Centre Manager
Responsible for	No direct line management
Salary	4 days per week £22,400.00 per annum
Effective Date	3rd July 2023

Role and Context

Job Purpose

To assist in the operation and development of the Broadland Food Innovation Centre. The role holds responsibility for:

- Delivering an excellent front-line service that is provided to all users and visitors of the centre; those using the innovation hub, kitchen and test facilities, and tenants.
- To assist the site manager in the maintenance of the site, all associated contractors, health and safety, and compliance
- To provide support to tenants and kitchen and sensory facility users, collecting relevant evidence, and CRM administration where instructed.
- Building a strong relationship with site members and ensuring the businesses feel supported and are active in the community.
- Managing events and functions for internal and external customers utilising the conference facilities
- Maintaining effective relationships with tenants, other FEP businesses.

Context

The Broadland Food Innovation centre Project delivers a unique food and drink focused innovation ecosystem combining a cluster, business support, and a Food Innovation Centre.

The innovation support, led by Hethel Innovation Ltd (HIL), provides practical support and facilitates access to financial support for the innovation process. The cluster, led by University of East Anglia (UEA), provides opportunities to meet other businesses and knowledge organisations who can work together to accelerate R&D and commercialisation projects.

The project removes the barriers to innovation within the food and drink sector through the Cluster and innovation support roles, as well as the provision of food grade facilities comprising thirteen bespoke food-grade incubator units, two test kitchens, and industry-standard sensory testing facility.

We manage three of the most exciting incubation sites for businesses in Norfolk: Hethel Engineering Centre, Scottow Enterprise Park, and Broadland Food Innovation Centre. Across all sites, we offer flexible spaces for businesses that they can shape to their requirements. Our hands-on business development team provide bespoke advice and guidance to businesses no matter where they are at in their journey - whether it is just an idea, or a well-established organisation.

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.

You will report into the Broadland Food Innovation Centre Manager to ensure that the Centre meets the expectations of HIL and South Norfolk Broadland District Council.

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

The Co-Ordinator is expected to be a key holder and emergency responder for the site.

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

- Assisting in the delivery of all property related services. This work includes:
 - Providing a first-class service to tenants
 - Coordinating the maintenance and operation of the site, implementing agreed maintenance and repair programmes ensuring all work is conducted within HSE guidelines and to accepted best industry practice.
 - Providing the front of house services and site hire
 - Ensuring all site facilities and services are operational and HSE compliant.
 - Inputting and updating the CRM to ensure effective estates financial management.
 - Keeping working documents up to date.
- Integrating with the Business Development Team to provide tenants with access to on-site business support resources thereby facilitating on-site collaboration opportunities and using own knowledge to supplement support requirements where applicable.
- Following up any tenant requirements, maintenance & repair, improvements and taking any necessary restorative action as required to ensure the systems are current and efficient.
- Performing other duties appropriate to the nature and grade of the post, as directed by the BFIC Centre Manager

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Transport / Ability to drive 	<ul style="list-style-type: none"> • Appropriate H&S training e.g., first aid, fire marshal, legionella
Experience	
Essential	Desirable
<ul style="list-style-type: none"> • A track record of building strong networks and the confidence to speak to new people, manage multiple contracts and commitments with external organisations. • Experience with procurement of goods and services 	<ul style="list-style-type: none"> • Knowledge of Food and drink businesses challenges • Facilities experience including regular compliance checks such as legionella and fire alarms.

<ul style="list-style-type: none"> • Experience of managing third party professionals/trades 	
Skills/Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • The ability to learn quickly. • A proactive 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, to deliver a high standard of customer service. • Excellent written and verbal communication skills • Complete computer competency • Willingness to learn new skills 	<ul style="list-style-type: none"> • An interest in entrepreneurship and innovation • Knowledge of start-up and SME growth
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 conducted in accordance with relevant HIL policies and procedures, within legislation, and considering 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 perform 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: Sarah Pierce
 Position: Centre Manager
 Date: 30/05/23