

## Job Description

<b>Job title</b>	Centre Manager
<b>Team</b>	Stowmarket Innovation Gateway
<b>Site</b>	SIG
<b>Responsible to</b>	Head of Estate
<b>Responsible for</b>	Innovation Advisor, Centre Administrator
<b>Salary</b>	£35,000 - £40,000 depending on experience
<b>Contract term</b>	Fixed Term Contract – January 2026 – 31 <sup>st</sup> March 2029 (with possibility of 2-year extension)

### Role and Context

#### Job Purpose

Hethel Innovation is seeking a dynamic and driven Centre Manager to lead the Stowmarket Innovation Gateway (SIG), driving its commercial and operational success while ensuring the site delivers a direct, positive impact on the local community. You will manage a multidisciplinary team, oversee daily operations, and act as the face of the Centre—curating a vibrant community of businesses, supporting their growth, and fostering collaboration.

You will be responsible for:

- Delivering outstanding customer experience and service excellence.
- Driving sales, marketing, and occupancy to achieve commercial targets.
- Building and maintaining strong relationships with tenants, partners, and stakeholders.
- Ensuring the Centre is a hub for innovation, skills, and local economic development.
- Working closely with the Innovation Advisor to develop the innovation and skills programme delivered on site.
- Acting as facilities manager, responsible for site maintenance, contractor management, health and safety compliance, and regulatory adherence.
- Managing tenant relationships, leading on negotiations on lease agreements, site hire, and tenant disputes while fostering a strong sense of community among businesses
- Overseeing events all events and functions for internal and external customers, support the Centre's financial operations in collaboration with the district council and ensure tenant requirements are met.
- Nurture the working relationship between Hethel Innovation and our client Mid Suffolk District Council, along with other key partners to develop areas of collaboration.

You will play a pivotal role in fostering business growth by implementing innovative support strategies, developing new delivery plans, and managing key projects. As part of a high-

performing, proactive team, you will drive continuous improvement and ensure exceptional service delivery for businesses within our network

If you are an **innovative, proactive, and commercially driven leader**, this is an opportunity to make a lasting impact.

In return for your commitment, and drive, you will receive the following: -

- Competitive salary
- 26 days annual leave (excluding bank holidays)
- Company pension scheme – in line with auto-enrolment
- Career progression and personal development opportunities
- A collaborative and supportive work environment – where you're valued as part of a team, not just a number

### **Initial Training Period**

The centre will be open in April 2025. For the months leading up to it you will be expected to conduct some training days at other Hethel Innovation run sites such as Hethel Engineering Centre. This will allow you to meet the teams operating at similar sites and see how our processes work in action.

### **Why Hethel Innovation**

Our company is built by staff who have a shared ambition – to be a game changer for business. Every single person employed by Hethel Innovation has a direct impact on allowing us to deliver our vision to be the driving force for SME innovation. Our team make things happen.

We are open – we are approachable and flexible, working together with compassion, transparency, and respect.

We are bold – we take ownership, are proactive, are passionate. We are fearless in our thinking, actions, and approach.

We see beyond – we care about development, inclusion, and collaboration. We are creative and curious, focusing on the future.

We are excited by making a difference to businesses – whether that is through the business communities we curate, the support and advice or connections we provide, or the high-quality space we manage and operate at our growing network of innovation sites.

We are in a really exciting period of growth. Our 5-year strategy sets out the roadmap for this growth and our ambition to have a great impact on businesses and supporting their success.

We're inclusive and want our teams to be made up of people from a variety of backgrounds and experiences. If you think that you have the mindset, skills, and motivations to be a central part of delivering on our strategy, we would love to speak to you.

### **About You**

- You want to be part of a small **high performing** team
- You are **curious**, you love to learn and have a real interest in business growth.

- You **are ready** to think outside the box, **problem solving** is exciting for you and you relish the opportunity to develop solutions to overcome challenges.
- You are **comfortable with the uncomfortable** – you stand your ground in high pressure situations and communicate clearly.
- You **see beyond** the challenge in front of you.
- You **make things happen** – you identify opportunities and act on them.
- You **aren't scared of failure** but see it as a learning opportunity and have actively changed your approach to situations from previous experience.
- You are **independent and autonomous**. You have the confidence and skill to develop your own pipeline of projects and manage your workload effectively.
- Asking for help doesn't scare you. You are able to pick up new projects and develop them on your own and able to identify when you need additional support and actively seek it.
- You **celebrate the success of others**. A win for those you are supporting (either business clients or your team), is a win for you.
- You love to engage with others, **collaborating** with multiple stakeholders on projects.
- You perform at your best when you are managing multiple projects at one time.
- You are motivated by meeting commercial goals and enjoy **proactively** planning how to meet them.

## Principal Duties

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

- Property & Operations Management:
  - Oversee daily site operations, ensuring top-tier service delivery.
  - Act as primary contact for tenants, supporting their business growth.
  - Manage health & safety compliance, maintenance, and contractor relations.
- Business & Community Engagement:
  - Develop strategic partnerships with local authorities and industry stakeholders.
  - Promote the Centre as a hub for innovation, business and skills development attracting tenants, clients and the public.
  - Organise networking events, workshops, and industry collaborations.
  - Work with the Innovation Advisor to develop and deliver impactful support through innovation programmes
- Financial & Commercial Strategy:
  - Manage budgets, reporting and financial planning for operational efficiency.
  - Negotiate and manage tenant leases and rental agreements.
  - Identify opportunities for site development, revenue growth, and cost efficiencies.
  - Pipeline management and customer journey, from lead management to securing sales for space in the centre on pre- agreed commercial terms
- Marketing & Digital Presence:
  - Develop and implement marketing strategies to promote the Centre's offerings.
  - Manage social media channels, creating engaging content and growing the Centre's online presence.
- Relationship and Account Management
  - Lead on the account and contractual management between Hethel Innovation and Mid Suffolk District Council
  - Oversee the presentation of annual budgets with recommendations on price increases, proposed local marketing strategies and (operational and capital) expenditure requirements

- Develop strategic partnerships with local authorities, universities, and industry stakeholders.

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

The Centre Manager 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.

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Appropriate H&amp;S training e.g. first aid, fire marshal.</li> </ul>	<ul style="list-style-type: none"> <li>• IOSH managing Safely</li> </ul>
Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Proven experience in business or operational management, preferably within the innovation sector</li> <li>• Strong communication and problem-solving abilities.</li> <li>• Ability to work independently and collaboratively in a dynamic environment.</li> <li>• A track record of building strong networks and manage multiple contracts and commitments with external organisations</li> <li>• Experience with procurement of goods and services</li> </ul>	<ul style="list-style-type: none"> <li>• Development and management of maintenance programmes</li> <li>• Marketing and promoting property with the ability to achieve high occupancy rates</li> <li>• Understanding of Landlord &amp; Tenant Law and experience of negotiating occupational agreements</li> <li>• Experience in or an understanding of incubation strategy and delivery</li> <li>• Facilities management experience including compliance</li> <li>• Experience of managing 3<sup>rd</sup> party professionals/trades</li> <li>• Experience working in an ISO 9001, 14001 and 45001 environment</li> </ul>
Skills/Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> <li>• The ability to learn quickly</li> <li>• A proactive and motivated attitude</li> <li>• The ability to identify and implement improvements to service provision and internal systems</li> <li>• The ability to manage, both their own workloads and their teams', to deliver a high standard of customer service</li> <li>• Excellent written and verbal communication skills</li> <li>• Complete computer competency</li> <li>• Willingness to learn new skills</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in entrepreneurship and innovation</li> <li>• Knowledge of start-up and SME growth</li> <li>• Understanding of business clusters and their development</li> </ul>

### Behaviours

- 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 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 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: Andy Narayn-Barrow

Position: Head of Estate

Date: 12/09/2025