

Area Manager
Monday – Friday
40 hours
Greater London

Who are we?

Citibase offers a diverse and rapidly expanding network of business centres nationwide and has been going from strength to strength for 25 years to cement our position as The Property Manager for the New Economy.

We focus on giving entrepreneurs and businesses “Freedom at Work” and the independence, flexibility and support to create, grow and enjoy running their businesses in our centres.

We’re currently experiencing a sensational period of growth as we continue disrupting the office market and we’re seeking talented individuals to help us take our customer experience to the next level and build strong relationships in our neighbourhood.

What will you do?

Citibase has an opportunity for an exceptional individual to take on the challenging role of Area Manager. To succeed in this fantastic role, you must be passionate about customers and be able to create an engaging experience that is personal, memorable and unique!

Make the grade and you could soon be leading our centre teams – and a business that’s going places.

We’re looking for an ambitious Area Manager with a proven track record in service. The Area Manager is responsible for the operational performance and service standards across a cluster of Citibase Business Centres.

We want someone unique who is:

People focused

- Leading Centre Managers to drive results and achieve goals by developing and coaching to move the business forward.
- Demonstrate a calm demeanour during periods of change to keep the centres operating to Centre of Excellence standards.
- Displays a 'customer comes first' attitude by helping to train and hold the centre teams accountable for delivering world class customer experience.
- Manage with integrity, honesty and knowledge that promote the culture, values and mission of Citibase.
- Support the recruitment of new centre employees.
- Maintain a high-performance culture through robust performance management, training and development.
- Hold performance reviews with Centre Managers to drive results delivery across the balanced scorecard.

Customer Service focused

- Coaching Centre teams to resolve customer issues right first time, to resolve escalated complaints.
- Consistently improve the standard of presentation and cleanliness within the centres.
- Ensure the team deliver positive customer move in move out experiences.
- Ensure centre teams are delivering a professional and friendly viewings tour.
- Coaching centre teams to regularly review the use of services with existing customers, ensuring that they are on the right monthly packages to meet their business needs.
- Build a Network of Citibase advocates throughout our local community

Operationally focused

- Initiate and execute operational initiatives to deliver lean process improvements.
- Ensure that all space within the centre is maintained to a high standard, by leading the reactive and planned preventative maintenance programme that is in place.
- Deliver 'Centre of Excellence' standards for all centres across the area
- Accountable for Health and Safety procedures across the area implementing timely remedial actions as required with centre managers
- All customer contracts to be in line with Citibase policy and processes

Fun - You can do all of the above with a smile on your face and maintain a positive attitude, you lead by example to ensure excellent customer service and seek to ensure you provide every customer with a great centre experience

Knowledge/Experience

You will require a minimum of two years of experience in a Area Manager role in a retail, leisure, property management or hospitality that requires frequent interaction with customers; managing a team remotely, responsibility for training and developing teams; and experience of delivering KPI's to target.

- Minimum C grade in English and maths or equivalent
- Intermediate user of Microsoft office 365 (word, excel and outlook)
- Driving Licence with less than 6 points

Key behaviours to deliver this role:

- Organising People
- Coaching / Supporting
- Emotional Intelligence
- Leading
- Building Relationships
- Communicating
- Consulting and Collaborating
- Influencing
- Planning
- Decision Making
- Working Effectively
- Resilience

What will we offer you?

- Up to £55,000 per annum
- Monday to Friday, 9am – 6pm
- NEST Pension Scheme
- 28 Holidays (Including public bank holidays)
- Ride to work scheme
- Training Opportunities

This vacancy will close once we have filled all available interview slots.
We therefore highly recommend early applications.