

Role: Centre Administrator
Location: London Finchley

Hours: 40 hours between 8:30am – 18:00pm, Monday to Friday

Reporting to: Centre Manager

Who are we?

Citibase operates a rapidly expanding and diverse nationwide network of business centres offering flexible workspaces to entrepreneurs and businesses. We give our Customers the flexibility, independence, 'Freedom at Work', and support to create, grow and enjoy running their businesses in our centres.

We've been going from strength to strength for 25 years to cement our position as 'The Property Manager for the New Economy'. We're currently experiencing a sensational period of growth as the flexible officing revolution continues to disrupt the traditional office market. Our unique Client management model connects building owners (Clients) with occupiers (Customers) to generate cash from underutilised office space in all types of buildings from Aberdeen to Brighton. Citibase is creating a positive alternative in the business centre market.

What are our values?

Our people come from all sorts of backgrounds, however we all share the same values and characteristics. We're positive, team players, good organisers and great at communicating. After all, we are the living, breathing and smiling proof that 'Freedom' at Work' is not just for our Clients and Customers – it's for the people who work hard to make it all happen.

What will you do?

Citibase has an opportunity for an exceptional individual to take on the challenging role of Centre 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 a successful centre team – and a business that's going places.

We want someone exceptional who can focus on:

Customer focused

- Meets and greets visitors and customers as the first point of contact at the centre
- Ensures the reception area is presented to a high standard at all times
- Consistently delivers outstanding customer service in centre
- Promotes and upsells the full range of Citibase services to customers
- Manages incoming calls and emails professionally and promptly
- Supports Centre Manager to deliver centre events plan
- Delivers customer moves smoothly in line with customer requirements
- Ensures all customer complaints are escalated if not resolved at first touch

Action oriented

- Manages enquiries and call backs via telephone, email and in person

- Handles incoming and outgoing post including opening, sorting, processing, franking and liaising with external couriers.
- Responsible for the Purchase Order process
- Co-ordinates meeting room bookings
- Trouble-shoots including telephone and internet connections
- Ensures messages are delivered to customers in a timely and professional way
- Raises any Health and Safety issues in line with Policy
- Collates and generates services to be charged via the E-Billing system
- Schedules contractors or maintenance work
- Regularly updates customer information for the centre
- Assists with other tasks as requested

Fun - You can do all the above with a smile on your face and maintain a positive attitude, you lead by example to ensure the centre you are proud of provides a great customer experience every day.

Knowledge/Experience

- 1 year's customer service experience in a people focused environment (Desirable)
- Experience working in Hospitality, Retail, Leisure, Airline, (or similar)
- Ideally Graduate calibre
- Minimum Grade C in English and Maths (or equivalent)
- Confident user of Microsoft office 365 (Word, Excel and Outlook)

Key skills/behaviours required for this role:

- Professional manner
- Excellent telephone manner
- Building customer relationships
- Excellent communicator
- Great attention to detail
- Organisational skills
- Willingness to learn
- Resilient and embraces change
- Welcoming, friendly and confident
- Passion and understanding of Citibase's mission and values