

**Role:** Centre Manager  
**Location:** Croydon

**Hours:** 40 hours between 8:30am – 17:30pm Monday to Friday

**Reporting to:** Centre of Excellence Coach

### **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**

- Responsible for delivery of outstanding customer service in the centre
- Conducts engaging customer viewings and memorable visitor tours
- Promotes and upsells the full range of Citibase services to customers
- Builds relationships within local neighbourhood whilst promoting Citibase
- Owns the neighbourhood engagement and centre events plan
- Oversees customer moves smoothly in line with customer requirements
- Proactively seeks feedback and resolves customers complaints at first touch

#### **Operationally focused**

- Manages the centre team (121's, appraisals, payroll and managing absence)
- Recruits, trains and coaches centre team to achieve high performance
- Manages Centre of Excellence standards to the highest level

- Maintains visual standards of the centre including show offices and meetings rooms
- Maximises occupancy and services revenue generated by the centre
- Ensures the centre complies with Health and Safety policy and procedures
- Maintains a proactive approach to managing facilities and contractors on site
- Ensures all new and renewal contracts are in place for customers
- Manages centre level expenditure to agreed budgets

**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**

- 2 year's people management experience in a customer focused environment (Essential)
- Experience of managing team of 2+ in Hospitality, Retail, Leisure, Property (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:**

- Leading teams
- Building customer relationships
- Excellent communicator
- Planning and organising
- Coaching
- Working effectively
- Emotional Intelligence and resilience
- Passion and understanding of Citibase's mission and values

### **What will we offer you?**

- £22,500 per annum
- Pension scheme
- 28 holidays (Including public Bank Holidays)
- Training and Development opportunities

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