

JOB PROFILE

Job Title: Swanley (Gateway) Community Business Manager
Reports to: CEO Swanley Town Council
DRs Responsible for: Meet and Greet Staff/Customer Service Advisors/Café Team Members
Salary: £35,570 (SCP 23)
Hours: Full Time – 37 hours per week

Main Purpose

- To develop effective partnerships with public, private and third sector partners to deliver customer excellence and service integration whilst continuing to drive efficiencies and improve performance in line with business objectives.
- Identify new opportunities and partners to increase the level of provision use within the relevant Council run facilities.
- Ensure residents are aware of the services available within all Town Council facilities and are supported in accessing, using and receiving support from those services where applicable.

Key Responsibility Areas

- Manage the on-going stakeholder relationships with all relevant local authorities. Develop new partnerships with public and 3rd sector partners to design new service provision and to improve service delivery for Swanley residents.
- Prepare all documentation relevant to the effective management of Council run facilities in line within individual requirements of the relevant authority and timescales.
- Ensure that the most accurate and updated service specific information about policy or procedural changes from core stakeholders and partners, is provided to enable all staff to respond effectively to customers, improve standards and to provide a holistic respond to customer needs.
- Management of the Meet & Greet, Customer Service Advisors ad Café staff to ensure delivery of the highest customer service standards.
- Ensure all comply with Health & Safety policies & procedures to ensure that service users and staff have a safe, clean and secure environment in which to deliver services.
- Ensure best practice in customer services operation and management by continually improving the service delivery, focussing on the customer journey and channel migration.
- Review, forecast and plan resources to maximise available budget and drive efficiencies and increase value for money.
- Champion equalities & diversity in all service provision.

- Ensure timely and effective advertising of all Council services, facilities and events.
- To maximise room hire income and ensure a high level of regular bookings within the relevant Council run facilities.

	Essential characteristics
Qualifications	• 5 GCSEs including Maths and English • NVQ or equivalent in management
Personal Qualities	• Self motivated and pro-active • Strong work ethic and capacity for hard work • Be able to prioritise and manage workload • Willingness to work flexibly and respond to the needs of the business • Ability to work as part of a team • Ability to facilitate and manage stakeholder relationships
Knowledge and skills	• Ability to build excellent working relationships with colleagues at all levels both internal and external to the organisation • Effective organisation skills with the ability to work effectively within tight deadlines • Presentation skills to effectively communicate issues to staff and colleagues • Ability to recognise complex issues and find workable solutions • Commitment to equalities and the promotion of diversity in all aspects of working • Good level of knowledge of customer care/service expectations and service standards • Good understanding of performance management principles and how to motivate staff in a face-to-face environment
Experience	• Private/public sector experience of line managing a customer service team • Experience of developing services for complex need resolution • Experience of managing a multi-agency partnership • Experience of budget monitoring