



NORTHERN TRUST

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BUSINESS CENTRE MANAGER (FULL TIME) BASED IN CANNOCK

Centrix @ Keys Business Village is a modern serviced office centre arranged over three storeys. The Centre is one of four Northern Trust Business Centres, which has been specifically designed to encourage new start-up businesses and support small and medium sized enterprises looking for flexible office accommodation.

Northern Trust Company Limited is a privately owned property investment, development and strategic land company with a commercial property portfolio that extends to 9 million square feet of industrial, trade counter and office parks, together with more than 5,000 acres of land throughout the UK. The portfolio includes over 4,000 individual units across the Midlands, North East, North West, Yorkshire and Scotland, making Northern Trust one of the largest privately owned landlords across the country.

We are now seeking an experienced Business Centre Manager to lead the Business Centre team working out of Centrix @ Keys Business Village. Reporting to the Regional Property Manager, the Business Centre Manager will be ambitious and self motivated in delivering the highest level of service and support to both existing occupiers, whilst driving new business through marketing, networking and existing client base.

The candidate will not only be responsible for maintaining the success of the business centre but also the wider day to day management of the building and the Centre Management team.

The ideal candidate will have the following skills:

- Strong customer service skills, including the ability to remain flexible and calm in high pressure situations
- Solid organisational skills, including the ability to prioritise and multitask in a demanding environment
- Handling and resolving complex customer queries
- Increase occupancy through referrals and marketing initiatives
- Proactively network to increase the profile of the Centre
- Confident and well organised professional approach as the first point of contact from Tenants and Visitors
- Have a thorough understanding of the Leasing Procedures, including New Lettings, Lease Renewals, and Tenancy Agreements.
- Manage expenditure, raise purchase orders and process invoices
- Project manage contractors from instruction to job completion
- Health & Safety Compliance – Carrying out risk assessments, weekly checks as required and maintaining all Health and Safety Requirements for the building
- Collate and input month end reports
- Building maintenance, including scheduling Health and Safety
- Updating in house procedural documents as required
- Assisting with debt collection
- Programme telephone system & patching where required
- Ability to approach problematic situations head on



- Strong interpersonal skills
- Professional approach
- Diplomacy and Confidentiality
- Proficiency in MS365 - Microsoft Outlook, Excel, PowerPoint and Word.

An attractive package is on offer including competitive salary & contributory pension.

Please send your current CV and covering letter, including details of current salary to:
Caroline Jones, Regional Property Manager, Centrix@Keys Business Village, Keys Park Road,
Hednesford, Cannock, WS12 2HA via email to recruitment@northerntrust.co.uk

Closing date: COP 24th December 2024