

Scottow Enterprise Park – Operations Assistant Job Description	
<b>Job title:</b>	Operations Assistant
<b>Team:</b>	SEP
<b>Site:</b>	Scottow Enterprise Park (SEP)
<b>Location:</b>	Scottow Enterprise Park, Lamas Road, Badersfield, NR10 5FB
<b>Salary:</b>	£21,000 pa
<b>Responsible to:</b>	SEP Site Manager
<b>Responsible for:</b>	No line management duties
<b>Effective date:</b>	January 2022

Role and Context
<p><b>Job Purpose</b></p> <p>To work alongside an experienced team of maintenance and site management colleagues to ensure seamless operation of the property and facilities at Scottow Enterprise Park.</p> <p>This is an exciting role within a major Norfolk Business Centre with significant public and private funding. You will operate as part of a team including Site Management, Business Operations, Business Support and Maintenance. There is a mix of structured tasks to ensure compliance with health &amp; safety and local authority regulations, alongside project-based tasks where you will be working with the team to improve site facilities.</p> <p>The role of Operations Assistant will suit someone who wants to work in a collaborative and challenging environment. There is an emphasis on customer service, dealing with multiple workstreams, undertaking challenging conversations and driving changes to improve tenant experience.</p>
<p><b>Context</b></p> <p>Scottow Enterprise Park is a 600-acre site in North Norfolk which is home to almost 150 businesses. Formally RAF Coltishall, SEP has secured Enterprise Zone status under New Anglia LEP and has been set up to help businesses start, grow, and innovate. The ultimate Landlord is Norfolk County Council, with HIL having the Head Lease for the site and managing all subleases.</p> <p>Hethel Innovation Ltd (HIL) is a Limited company wholly owned by the County Council. Activities of the company are directed by a Board of Directors and, as set out in the Articles of Association, voting rights are such that the County Council representatives on the Board have the majority voting power at all times.</p> <p>There is an agreed Shareholder Relationship Agreement in place between the County Council and Hethel Innovation Ltd which sets out the purpose of the company as being to deliver economic development activities in Norfolk to support the County Council's vision and objectives.</p>
<p><b>Principal Duties</b></p> <ul style="list-style-type: none"> <li>• Assisting in the delivery of property maintenance and improvement related services. This work includes: <ul style="list-style-type: none"> <li>○ Assisting the site team to implement agreed maintenance and repair programmes, ensuring all work is conducted within HSE guidelines and to accepted best industry practice</li> <li>○ Planning and scheduling third-party suppliers and contractors,</li> </ul> </li> </ul>

- Liaising with contractors and suppliers on site as required
- Assisting the site team in ensuring all facilities and services are operational and HSE compliant
- Administrative support, including updating our CRM and Sharepoint drive to ensure effective estates management
- Providing support and a first-class service to our members and customers
- General assistance as required by the site team
- Working with the Operations Coordinator to assist in coordinating landlord statutory compliance on site, including but not limited to:
  - Asbestos management
  - Legionella control
  - Fire safety
  - Electrical safety
  - Gas safety
  - Minimum Energy Efficiency Standards
  - Unit inspections
- To obtain site-wide meter readings on a monthly basis
- Raising purchase orders, adhering to procurement processes and keeping the capital master plan up to date
- To carry out other duties appropriate to the nature and grade of the post, as directed by the line manager

**Other Job Information (e.g. any special factors or constraints)**

The Operations Assistant may be expected to be an emergency responder for the site if senior management are unavailable.

You will be expected to travel to meetings, training courses and events as required to benefit your own and the site's development.

Some flexibility on working hours is required.

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> <li>● Appropriate Facilities Management training including, but not limited to, Asbestos Awareness, Legionella and Health &amp; Safety</li> </ul>	<ul style="list-style-type: none"> <li>● First Aider, Fire Marshal, IOSH</li> </ul>
Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>● Experience working in a fast-paced facilities or estates environment, with an awareness of commercial property, statutory compliance and contractor management</li> <li>● A track record of building strong networks and the confidence to speak to new people</li> </ul>	<ul style="list-style-type: none"> <li>● Experience working with large business parks or estates</li> <li>● Experience with CRM systems and/or CAFM systems</li> <li>● Experience with procurement within the public sector</li> </ul>

<ul style="list-style-type: none"> <li>• Experience with procurement of goods and services, raising POs and maintaining spreadsheets</li> </ul>	
<b>Skills / Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Ability to work autonomously / manage own workload, whilst regularly informing team members of your progress.</li> <li>• Good communication skills with the ability to be empathetic and personable to a range of tenant businesses around a variety of issues</li> <li>• Ability to keep people informed, manage expectations and deliver on commitments and timescales.</li> <li>• Able to implement processes and documentation</li> <li>• Excellent written and verbal communication skills</li> <li>• Willingness to learn new skills</li> </ul>	<ul style="list-style-type: none"> <li>• Previous SLA / Supplier management</li> <li>• Knowledge of commercial lettings</li> </ul>
<b>Behaviours</b>	
<ul style="list-style-type: none"> <li>• Takes pride in their work and strives for excellence</li> <li>• Honesty and integrity</li> <li>• Reliable and flexible</li> <li>• Willing to experiment and test new ideas</li> <li>• Having the courage to lead by example and be open to change</li> </ul>	

### General Information

- The job description details the main outcomes of the job and will be updated if these outcomes change
- All work performed/duties undertaken must be carried out in accordance with relevant HIL policies and procedures, within legislation, and about the needs of our customers and the diverse community we serve
- Job holders will be expected to understand what is meant by safeguarding vulnerable groups (children, young people and adults) and how to raise concerns
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management

The information in this job description is accurate and reflects the requirement of the role:

Line Manager: Josh Wheeler

Position: SEP Site Manager

Date: November 22<sup>nd</sup> 2021

