

Role description Form

Job Title: Innovation Centre Manager

Job Holder(s):

Sub Department:

Department: Property – Innovation Centres

Responsible to (title and name): Head of Commercial

Responsible for (title and Numbers): Up to 3 Receptionists / Administrators / Innovation Hosts

Job Purpose: To manage Innovation Centres to ensure they are and remain effective working innovation environment for all tenants. To generate income and manage incoming property enquiries, lettings, property viewing, terms and conditions and new/renewal leases.

Principal Accountabilities	%
This section contains the same information as the 'Duties and Responsibilities' of the Job	
<p>Description:</p> <p>To ensure that the Innovation Centres are and remain effective working innovation environments or all tenants by:</p> <ul style="list-style-type: none"> • Identifying suitable tenants through local initiatives, marketing the building and its facilities and UWSP support to potential tenants. Drawing up the heads of agreement for standard leases in conjunction with the company legal advisers. • Ensuring that existing leases are renewed in a timely manner by discussing renewals with tenants and Science Park - Head of Commercial. • Assisting tenants with their expansion plans in terms of identifying suitable space available or becoming available at any of the sites (including Wellesbourne), negotiating new lease terms and ensuring that office moves are carried out according to schedule. • Marketing of the Innovation Centres through initiatives such as: liaison with property agents both locally and nationally, liaison with local District and County Council representatives, and Inward Investment Teams to attract new businesses into the locality. Identify and co-ordinate PR opportunities for UWSP and its tenant companies. • Negotiating new and existing contracts with external suppliers to ensure that suppliers provide quality and cost-effective service. Under certain circumstances, this is carried out in conjunction with the Head of Property, Head of Commercial, and/ or Head of Finance. • Ensuring that the building and its equipment are properly maintained and presented in order to maintain the best environment to nurture the growth of technical and knowledge-based SME's. • Ensuring that the requirements for additions of capital equipment for new facilities or services are drawn to the attention of the Head of Property or Chief Operating Officer. • Reporting on any significant problems and shortcomings in the building services, as they arise to 	



the Head of Property, where the Innovation Centre Manager does not have the authority to effect a solution.

- Supervision of any contractors or agents on site
- Maintaining budget responsibility for the building Service Charge, Landlord costs, business Services and occupancy levels
- Liaison with other staff at the University of Warwick Science Park, in particular:
 - The Head of Property regarding the building's plant and equipment, facilities and structure
 - The Head of Finance regarding invoicing, budgeting and credit control
 - The SME Engagement Lead on matters relating to assisting potential start-ups, client mentoring and business recovery
 - The other Centre Managers to ensure adequate staffing levels across all sites during management and staff absences
- Interfacing and networking with tenant companies on a daily basis
- Assisting companies in making contact with appropriate individuals within the University framework for the purpose of enhancing their business / technologies
- Managing and marketing to tenants a range of business services and being alert to changing tenant needs and maintain responsibility for raising these with Management as opportunities to provide a new or improved service
- Ensuring compliance with company H & S procedures specifically including risk assessments for activities by staff or contractors and Fire Alarm records.
- Managing a small team of Centre staff on a day-to-day basis, usually 2 FTEs / 3 part-time staff, covering Reception and Administration duties
- Providing cover for Reception, handling telephone queries, greeting visitors, carrying out general administration for example, operation of the franking machine as may be necessary from time-to-time.



Time allocation:	
<ul style="list-style-type: none"> Dealing with incoming property enquiries, lettings, property viewings, heads of terms, new leases and lease renewals. 	25%
<ul style="list-style-type: none"> Marketing of Centres, business services, virtual tenant service, PR activity. 	15%
<ul style="list-style-type: none"> Updating property schedules, databases, property statistics, updating property agents and Government agencies 	5%
<ul style="list-style-type: none"> Day to day building issues, property maintenance, capital equipment, dealing with external suppliers, compliance with H&S, fire etc. 	15%
<ul style="list-style-type: none"> Interfacing and networking with tenants on a daily basis 	25%
<ul style="list-style-type: none"> Budget/service charge controls, invoicing etc. 	5%
<ul style="list-style-type: none"> Identifying ignite clients, liaising with clients, attending meetings 	5%
<ul style="list-style-type: none"> People/team management 	5%

Knowledge, Skills and Experience	
This section contains the same information as the Person Specification	
Qualifications	Degree or equivalent
Professional Qualifications	NA
Previous Experience	<ul style="list-style-type: none"> Proven experience at forming business relationships and the ability to demonstrate positive results. Previous experience of property related in surveying or FM advantageous. Previous experience of people management Experience of marketing Managing and maintaining budgets
Knowledge and Skills	<ul style="list-style-type: none"> Thorough understanding of innovation and technology together with empathy for technology and science driven SME's giving an in-depth understanding of their requirements. Ability to interface with SME's whilst understanding and assisting in the resolution of issues they may face as a start-up/small business. Excellent communication skills, both written and verbal. Be fully conversant with computer software for the provision of reports (Microsoft Excel is essential).
Other Information	<ul style="list-style-type: none"> Flexibility with regards to working hours as the role holder will be expected to cover other sites. Clean driving licence and own transport is essential due to the location of the Centres.
<ul style="list-style-type: none"> Dimensions 	



Financial	<ul style="list-style-type: none"> Generates income from tenant (Rent & Service Charge): £530-900k depending on Centre. Net lettable space: Typically 24-35k sq. ft. depending on Centre. Number of tenants when IC fully let: 25-45 depending on Centre and occupancy mix. Manages/controls Service Charge (fixed costs of running the building) ~£180k - £250kpa depending on Centre Generates income for Business Services (Conference rooms, Phones, post etc.) of ~£60-200k pa depending on Centre. All purchases or supplier contracts >£10,000 or committing the Science Park for longer than 12 months must be signed off by the Head of Property, Head of Commercial, Head of Finance, Chief Operating Officer 					
Operational	<p>Manage building lettings & renewals. Monitor and control the Service Charge spend. Ensure the Centre is staffed and operated in a professional and efficient manner.</p>					
Staffing Supervision Given	– Manages 2 – 3 reception and administration staff to provide support and cross cover.					
Staffing Supervision Received	– Reporting into the Head of Commercial. General management is primarily via weekly management meeting.					
Planning and Organising						
What is the furthest ahead the job has to plan?						
Daily	Weekly	Monthly	Quarterly	Annually	Longer	x
Which Principal Accountability does this relate to?	Tenant occupancy level/rental income and service charge expenditure.					
Please provide an example of the work the post plans in advance (using the longest timescale).	At the Centres, leases are usually of 1-3 years duration with break points, hence about a third of tenants renew/can break each year. If rental income isn't protected, then the business not only loses the income but also incurs nearly the same again in void costs. For a tenant service charge is an additional rent, hence maintaining a competitive level while maintaining the fabric of the building and a smoothing of some expenditure over several years is essential.					
Communication						
<ol style="list-style-type: none"> Weekly management meeting for all building, tenant and site related issues Direct contact via phone, email or meeting for any issues that require more urgent attention 						
Decision Making						
Typical Decision	Can let a tenancy at own discretion up to twelve months. Can authorise own purchases up to £10k without sign-off. Controls Service Charges to budget					
Most Complex Decision	<ul style="list-style-type: none"> Negotiation of terms with prospective tenants Selection and hire of contractors 					
Supplementary information	<ul style="list-style-type: none"> Post holder will be required to cover various sites, therefore own transport is required. This role will provide an emergency call out service during out of office hours. 					
Special circumstances						



UNIVERSITY OF WARWICK
SCIENCE PARK

Signatures:

Signed

Printed

Head of Department

Line Manager

Job holder/s
