

JOB DESCRIPTION

Job Title	Workspace Operations Officer		
Directorate	Economic Development, Skills, and Climate		
Reporting to	Senior Workspace Operations Officer		
Grade	Grade 14		
Evaluation ref:	TR0102	Job ref:	Family
Role purpose			
<p>The Workspace Operations Officer will work alongside the Senior Workspace Operations Officer in the day-to-day operational running of one of Somerset Council's innovation centres, providing market-leading workspace to the commercial sector. In addition, the Council Operates 10 Enterprise Centres, which may require additional support from this role.</p> <p>Somerset Council's innovation centres are designed to target and support innovation-led growth in Somerset's key industries, boosting productivity and creating higher-value jobs in Somerset's economy. They provide space for businesses to base themselves, to collaborate, to innovate, and grow. The Enterprise Centres are designed to provide SMEs with affordable workspace to start and grow.</p> <p>The postholder will be instrumental in actively supporting the effective and efficient day-to-day operations of either the Yeovil Innovation Centre (YIC) or the Firepool Centre for Digital Innovation (FCDI), ensuring the needs and expectations of tenants, users, partners, and funders are met. They will need to work closely with colleagues, teams, and support services across the Council to ensure the smooth-running of the facility. As a key member of the Workspace Service Team the officer will also contribute to the continuous improvement of service delivery across the ED property portfolio and the creation of a collaborative environment within the 14 centres.</p> <p>The YIC supports an established business community of nearly 40 businesses and more than 200 people by providing creative, flexible, modern, affordable business space in Somerset. FCDI is a 2,493 square metre innovation facility in the heart of Taunton, offering accommodation, meetings, and event space, as well as specialist facilities for businesses. It aims to bring together like-minded digital and data businesses in an environment where innovation and collaboration can thrive.</p> <p>The Enterprise Centres provide 74,000 sqft of office and light industrial space, currently hosting over 120 tenants.</p> <p>The role will support the Council's strategic goals relating to the economic development and innovation.</p>			

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Responsibilities

- Ensure the efficient and effective operation of the centre, to meet the needs of tenants and users, as well as the expectations of partners, stakeholders, and funders.
- Provide customer-facing support to tenants, customers, and users, and take an active part in the drive for continuous improvement in service delivery.
- Take responsibility for financial tasks such as raising PO's, raising queries, and challenging invoice quotes from other services e.g. property services and Facilities Management.
- Manage Workspace Centres Mailboxes to either respond or field to appropriate colleagues for action.
- Be responsible for facility management support requests, working with FM to ensure satisfactory conclusions.
- Take the lead role for managing conference and meeting bookings, including meeting room set-up, use of specialist facilities and managing on-site needs of conference/meeting space users.
- Contribute to strategic planning and business development activities and help ensure delivery of business plan objectives.
- Work effectively in close coordination with colleagues across other teams and internal support services who are involved in workspace delivery e.g. Property Services, Estates Facilities Management, Legal Services, Finance, ICT.
- Support optimisation of workspace utilisation and rental income, including through marketing and promotional activities such as Social Media and site visits for stakeholders and potential new users.
- Foster a collaborative and supportive environment within the centre for tenants and users, to encourage knowledge transfer and innovation, as part of a wider innovation ecosystem.
- Work with Senior Operations Officer with management of budgets, performance, and risks.
- Be first point of contact for handling issues or complaints from tenants and users of the centre, escalating as necessary for satisfactory conclusion.
- Identify opportunities for implementing improved sustainable practices to reduce the environmental impact of workspaces.
- Ensure compliance to all statutory Health and Safety and Fire procedures across all building users.
- Ensure the building is secure through management of alarm systems and security processes.
- Arrange and/or attend meetings as required be able to take minutes and actively contribute.
- Contribute to the implementation of the Council's strategic goals in economic development and innovation.
- Be available to work at other Council workspaces if needed.
- Undertake lone working at times, with appropriate safeguards in place.
- Be prepared to undertake physical activities associated with the role, principally reconfiguring furniture to support meetings and events.

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Knowledge / Experience / Skills			
	Essential	Desirable	
Knowledge			
Understanding of customer service best practices.	X		
Understanding of economic development principles and practices.		X	
Knowledge of workspace management principles and practices, including landlord and tenant obligations.		X	
Understanding of business support needs, including start-ups.		X	
Knowledge of health and safety regulations.		X	
Experience			
Proven experience in supporting the operations of multi-tenanted workspaces or similar facilities.	X		
Experience in providing excellent customer-facing support.	X		
Experience in liaising with various stakeholders.	X		
Experience in resource management.		X	
Experience in fostering collaborative environments.		X	
Experience in promoting and marketing services.	X		
Competent in use of Social Media platforms.	X		
Qualifications / Registrations / Certifications			
Proven commitment to continuing professional development.	X		
Educated to A level standard or equivalent.	X		
Health and Safety certification.		X	
Skills			
Excellent organisational and time management skills.	X		
Excellent written and verbal communication skills.	X		
Strong interpersonal and relationship management skills.	X		

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Ability to manage multiple tasks and priorities.	X		
Strong problem-solving and decision-making skills.	X		
Ability to work collaboratively within a team.	X		
Proficient with basic ICT and Microsoft Office software (including Excel spreadsheets).	X		

Working Conditions

Role requires the individual to actively support operational responsibility for centres and be the “face” of the Council as centre operator to tenants, users, and service providers at the Centres. This places a premium on the postholder to be able to operate independently and operationally represent the Council in these facilities.

Working Arrangements

Somerset Council’s dynamic Working Strategy will be applied to this position.

The role will require working at the principal assigned workspace (either the Yeovil Innovation Centre in Yeovil, or the Firepool Centre for Digital Innovation in Taunton) Monday-Friday, principally during typical office hours, but also during evenings when required to support delivery of meetings, events, and other centre related activities.

The postholder will also be expected when required and given reasonable notice (minimum of 24 hours), to be available to work at the other of the two workspaces in question (either the Yeovil Innovation Centre in Yeovil, or the Firepool Centre for Digital Innovation in Taunton) to provide cover.

Corporate Responsibilities

- Understand, uphold, and promote the aims of the council’s equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do.
- Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 15.05.2025