

We are hiring...

A full-time Innovation Centre Manager to successfully manage the day-to-day running of the ECOS Centre and provide a professional and comprehensive service to all tenants and users of Catalyst Inc

Key Information

- Full time and attendance at occasional evening and weekend events.
- Circa £25,000 per year depending on experience
- Competitive benefit package
- This post will be based at The ECOS Centre, Ballymena
- Reporting to Director of Corporate Real Estate and Facilities.
- Apply by Application form only
- Closing date is Monday, 10th April 2017 at 10am
- Interviews will be held on Wednesday, 12th April 2017

Catalyst Inc

Catalyst Inc is a not-for-profit organisation that invests the surplus generated from our agile workspace and facilities, providing the underwriting necessary for the community-led development of our entrepreneurial innovation ecosystem. Key to our model is the co-location of major technology corporations, world-class research and start-ups. Over 2,600 engineers, researchers, entrepreneurs and executives work in our campuses in Belfast, Derry/Londonderry and Ballymena. Our mission is to provide the home, networks and empathy to nurture anyone with the talent and ambition to produce world leading products and services.

Our Vision for Northern Ireland

A community of innovators so powerful that its people can change the world. Northern Ireland will become one of the most entrepreneurial knowledge economies in Europe by 2030.

Functions

Operational

1. Liaison and management of relationships with tenants of the Centre
2. Manage any refurbishment, renovations and office moves.
3. To market and represent Catalyst Inc and develop relationships with key strategic partners and stakeholders in NI, including mid & east Antrim, to ensure local support for the project, with the aim of maximising occupancy and collaboration.
4. Draft, negotiate and execute contracts, license agreements and other documentation.
5. Serve as point of contact for tenants and customers on contractual matters ensuring timely review and approval of variations.
6. Maintain contractual records and documentation such as receipt and control of all contract correspondence, customer contact information sheets
7. Negotiating the best deals with contractors and suppliers.
8. The management of services such as cleaning, waste disposal, catering and parking.
9. Maintaining awareness of Health and Safety issues in compliance with the company policy.
10. The management of building services management systems and access control – training will be provided.
11. Organisation of Information and Communication Technology to ensure continuity and development of service and provision of services to tenants.
12. The management of services such as cleaning, waste disposal, catering and parking.
13. Liaise with relevant council contractors and partners to ensure all maintenance defects or issues are resolved quickly and without too much disruption to tenants.
14. Responding appropriately to emergencies or urgent issues as they arise and dealing with the consequences.

Events

15. Taking responsibility for all event enquiries taking the booking through to delivery.
16. Proactively selling the venue and its facilities to new clients and generate bookings
17. Taking responsibility for the sales and marketing of the ECOS Innovation centre, including pricing, promotions and raising brand profile.
18. Attend local networking events to increase the profile of the centre with local community, business and media networks.
19. Work closely with internal catering provider to ensure a high quality of event delivery
20. Event management duties including setting up rooms for functions/meetings, which will include set up/take down furniture (chairs, tables, etc.).
21. Setting up and managing audio/visual, tele and video-conferencing technology for functions/meetings.

Programmes

22. Collaborate with programme managers to ensure a high quality of event delivery

23. To support the delivery of programme activities by coordinating and engaging in efficient and effective communications with key stakeholders.
24. Assisting in the social and electronic media channels promoting programme activity
25. To meet regularly with tenants collectively and individually to collate necessary data on growth, performance and satisfaction levels
26. Plan and organise regular tenant introduction sessions and social events.

Administration

27. Management of the reception administration including the smooth running of the reception area, dealing with incoming/outgoing telephone calls and mail, organisation and liaison with visitors and tenants.
28. Maintain a reliable database of existing tenants, users and prospective contacts.
29. Assist with the invoicing process to ensure payments are properly processed.

Other

30. Keep abreast of current and new developments in event management and all relevant areas.

Person Specification

Areas to be assessed	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to third level OR • Equivalent BTEC qualification AND relevant event management experience (2years +) 	<ul style="list-style-type: none"> • Educated to third level in a related subject such as business or marketing
Experience/ knowledge	<ul style="list-style-type: none"> • Understanding of the importance of providing a good customer service and the reputational and financial impact on the business. • Experience of working with a wide variety of people - customers, service providers, etc. • Experience of working in a similar role such as sales/event/hospitality management • Experience of working with technology, for example, audio visual, tele and video-conferencing, Wi-Fi, etc. 	<ul style="list-style-type: none"> • Knowledge of building services installations. • Knowledge of relevant statutory regulations for management of building facilities.
Skills/qualities	<ul style="list-style-type: none"> • Proficient in Microsoft Office, e.g., Outlook, Word, PowerPoint, Excel • Ability to communicate clearly both orally and in writing • Strong analytical and problem solving skills • Strong attention to detail and the ability to work under pressure • Excellent organisational skills • A proven team player • Self-motivated • Ability to build and maintain relationships 	<ul style="list-style-type: none"> • Experience of using CAD • Qualified First Aider • Qualification in Health and Safety • Experienced networker
Special requirements	<ul style="list-style-type: none"> • Proof of right to work in the UK • Flexibility to travel between sites • On occasions to work evenings and weekends for events • Ability to set up/take down tables, chairs etc. and to sort/deliver mail • Ability to deal with onsite problems which may arise, on a timely basis • Full current driving licence or working towards obtaining a driver's license (valid in the UK) and access to a car or *access to a form of transport which will permit the applicant to carry out the duties of the post in full 	

Criteria may be enhanced to aid shortlisting. Exceptional candidates who do not meet the criteria may be considered for the role provided they have the necessary skills and experience *This relates only to any person who had declared that they have a disability, which debars them from driving