

Job Description

Post Title	Accounts Manager
Permanent/Temp	Permanent
Salary/hours	Starting at £23,000
Responsible to	Property Manager

Job Role / Advert
<p>Primary Purpose and Scope of the Job:</p> <p>The primary purpose of the role is to manage the accounts of the Customers of Central Space. This involves the day-to-day management of credit control, invoicing and management and supplier invoicing. Further to this, a key responsibility is to provide accurate reports on accounts and contribute to procedural operations of the accounts management.</p> <p>The role will be assisting with Property Management, the day-to-day role will be office based in Newcastle City Centre, involving administration, general office management and supporting the management team in delivering an effective, customer focused property management service.</p> <p>The role will be demanding, fast paced and can vary from day-to-day depending on the operational requirements at that time. The suitable candidate will be confident in account management and bookkeeping, flexible and capable of adapting with the growth of the business.</p> <p>A bit about us</p> <p>Established in 2014, Central Space has grown into a leading supplier of business space across the North of England and Scotland through our ethos of placing our clients' needs first.</p> <p>With clients ranging from sole traders to multinational PLCs, we provide space that delivers in terms of both value and quality in the office and industrial sectors. We deal with all aspects of maintaining and developing our locations allowing us to tailor a solution to our clients' needs.</p> <p>Our mission is to provide our clients with the best solution for their business needs, be it short term flexibility, long term certainty or bespoke fit-out and ancillary services.</p> <p>Whether the requirement is serviced office space or industrial space, we aim to deliver a solution that best suits the client's space and service requirements. We view our occupiers as customers, not tenants, and regard their business needs as our own.</p>

Job Content
<p>Key tasks & accountabilities:</p> <p>Service provision- the day to day and main jobs to be done.</p> <p>1. Main responsibilities are:</p> <ul style="list-style-type: none">• Producing and sending invoices.• Processing of income and expenditure transactions and purchase orders.• Manage customer accounts and take responsibility for credit control on all debt due.• Carry out general office duties, this will include managing incoming calls and e-mails and directing if required, making calls, etc.

- Supporting with daily admin duties for all Central Space internal team members.
- Respond to enquiries in a professional and timely manner from customers and internal teams.
- Ensure that all queries are followed up and resolved in an efficient and timely manner with customer focused approach.
- Processing of supplier invoices.
- Keep databases up to date with relevant information such as tenancy details, contractors details, reports, inspections required etc.
- Maintaining and building rapport with customers, understanding their needs and ensuring high standards of service are maintained.
- Coordination, collation, checking and filing of daily paperwork.

2. Assist Property Manager with:

- Assistance in service charge monitoring and invoicing.
- Arranging any repairs/maintenance/improvement works being carried out to office and industrial space.

3. Work in conjunction with suppliers and partners to provide joined up and collaborative working for customers.

4. To work with partners, contractors and stakeholders to ensure the effective and timely delivery of the capital investment program.

Performance standards

1. Contribute to the vision and larger picture of the organisation's development through working collaboratively to achieve organisations growth targets.
2. Working with Property Manager and team to ensure that specific targets for business administration are met throughout the year.
3. Attend and positively contribute to Individual Performance Review and One to One meetings and assist in the delivery of service improvement plans.
4. Act in a professional manner always and promote Central Space in a positive manner.
5. Develop further good working relationships with customers and involve them in improving the service.
6. Implement and comply with equality and diversity policies.
7. Be fully aware of health and safety requirements in relation to any task undertaken and ensure that safe working practices are always adopted.
8. Ensure that the service delivers value for money and aims to deliver annual efficiency savings.
9. Attend training and briefing sessions when requested and take personal responsibility to improve and develop your skills, knowledge and ability.
10. Demonstrates an attitude and ability to learn, have a positive, can do attitude that matches the ethos and drive at Central Space.

Working conditions

There may be occasions when the Officer may have to attend an evening meeting or work beyond normal working hours dependent on the work required at that time.

No job description can be fully comprehensive and the job holder will be expected to carry out such duties as may be required from time to time consistent with the status and responsibilities within the organisation.

Salary is competitive based on the successful candidates relevant knowledge and experience.

Hours: Generally Monday – Friday, 8:30am to 4:30pm however there may be occasions where you may be required outside of these hours.