

Job Title:	Business Development Graduate Trainee		
Department:	Business Services	Reporting To:	Business Development Manager
Section:	Property, Enterprise and Regeneration	Grade:	5

Purpose of Job

To play a full role in the implementation and achievement of Queens Cross's strategic objectives and vision of providing excellent housing in vibrant communities. Contribute to the Association's sustainable development of these communities by providing business development support for Queens Cross Group subsidiary companies, principally Queens Cross Workspace.

Context & Scope

Queens Cross Workspace is a registered charity which supports the local economy and employment opportunities in the Queens Cross area. The post holder will assist the lead officer responsible for the management and marketing of Queens Cross Workspace's current 70 commercial properties (100,000 sq ft of retail, office and workshop properties) and growing portfolio. The post holder will gain experience in all aspects of this social enterprise, including business finance, contracts and lease agreements, customer service and property management. This post will work closely with new businesses, encouraging business start-ups and companies to relocate as well as maintaining existing tenancies to allow the charity to have a greater impact on regeneration within the local area.

The post holder will develop knowledge of the property sector and lettings in a commercial and residential lettings environment, with opportunities to participate in operations management, developing and implementing the marketing strategy, designing effective communications and promotion of the QC Workspace brand to reach new markets and grow our company.

Major Tasks & Job Activities

Service Provision

The post-holder will assist the lead officer with:

- Letting of properties
- Customer engagement and building our customer network
- Property acquisitions and new business proposals
- Property management including managing the void process, arranging maintenance works, annual property inspections
- Creating heads of terms documents and commercial lease agreements tailored to incoming tenants
- Supporting business finance, monitoring income and expenditure, rent setting, business rates
- Managing of energy supplier, water rates and rates changeover of tenancy
- Encouraging environmental sustainability through the promotion of carbon neutral policies
- Capturing customer service feedback including carrying out satisfaction surveys
- Conducting general departmental tasks such as answering telephone enquiries, emails and written correspondence

Performance Management

The post-holder will assist in achieving several key performance and performance indicators:

- Increased number of enquiries for void properties
- Increased conversion of enquiries to lets
- Customer engagement, surveys and presentation of results

The post-holder will prepare written, verbal and numerical reports, statistics and other performance information as required by the Management Team.

Communications & Marketing

The post-holder will assist the lead officer with:

- Marketing of properties
- Development of a business marketing strategy and implementation
- Publicity and promotion of QC Workspace services and brand (developing brochures, newsletters, annual reports) to attract and retain customers
- Website and web portal maintenance and development
- Developing the use of social media and website as marketing tools

Value for Money

- Managing expenditure within agreed budgets
- Developing internal processes to improve efficiency and effectiveness of the service
- Research and develop ideas to improve the environmental sustainability of properties and services

Relationship Building

- Engage with local communities, prospective and existing customers, colleagues within Queens Cross Housing Association, external service agencies and other stakeholders
- Encourage trade, employment and training opportunities within the commercial tenants group
- Promote of community links with commercial tenants
- Work in partnership with similarly aimed charitable trading and property management companies
- Developing links with enterprise and social enterprise bodies to assist the marketing of the units

Other Tasks & Activities

Health & Safety

The post-holder will:

- Understand their responsibilities as an employee under Health & Safety legislation.
- Comply with the Association's Health & Safety Policies and relevant legislation.
- Ensure that all company activities are discharged in a safe manner, minimising risks at all times.

Training

The post-holder will:

- The role is designed to expose the post holder to a wide variety of functions within our business with responsibilities increasing as the post holder gains confidence. Formal training and qualifications may be required, and the association welcomes appropriate suggestions and requests.
- Attend training and personal development courses as and when required by the Association.
- Understand their own responsibilities under the ICT User Policy.
- Maximise the use of ICT facilities and technology initiatives and contribute to their development as appropriate

Equality & Diversity

The post holder will observe and promote the Equality & Diversity and Customer First policies at all times:

- Tailor service delivery to the needs of individual customers
- Make a difference to customers by delivering on commitments
- Take ownership for delivering a first class customer experience
- Look for solutions when issues or complaints arise

Sustainability

The post holder will:

- Assist in Queens Cross Housing Association's aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed.

Other

The post holder will:

- Attend meetings out with normal working hours, as and when required.
- Carry out any other duties which may be reasonably requested by the Head of Business Services and undertake any duties subsequently allocated by the Association's management.
- The duties of the post will be reviewed and modified in line with the exigencies of the service.



Person Specification

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Section:	Property, Enterprise and Regeneration	Grade:	Grade 5
Category	Essential Criteria	Desirable Criteria	
Experience	<ul style="list-style-type: none"> Experience of effective team working Experience of target setting and planning activity to achieve goals 	Experience of working for a social enterprise or small business (can be temporary placement)	
Qualifications	Degree level or equivalent experience		
Knowledge	Knowledge of business management, marketing	Knowledge of property management, business finance	
Skills & Abilities	<ul style="list-style-type: none"> Excellent communication and interpersonal skills Ability to prioritise and organise workload to meet deadlines Ability to analyse and present performance and financial information, and statistics Skilled in Microsoft Office including Word, Excel and Powerpoint. 	<ul style="list-style-type: none"> Skills in website and web portal development Skilled in design of marketing information Negotiation skills 	
Behaviours	<ul style="list-style-type: none"> Customer focus Must be able to communicate well in different situations Ability to manage time effectively Proactive approach to problem solving Takes ownership of service delivery Must be able to work on own initiative as well as be a good team-player 	<ul style="list-style-type: none"> Commitment to personal development Values feedback Flexible, adaptable approach and the ability to attend meetings and events out with normal office hours 	
Other Requirements	Full current drivers' license		

Job Evaluation Details

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Category	Details
Key Dimensions	<p>The post holder will assist the lead officer in several key business processes that will allow the QC Workspace business to grow and be sustainable:</p> <ul style="list-style-type: none"> ▪ Maximisation of income through managing and letting void properties ▪ Marketing and promotion of service to generate new interest in void properties ▪ Pursuing business development opportunities ▪ Promoting the service to existing service users and the wider community. ▪ Organising surveys and collating feedback on service
Authorities & Limitations	<p>The post holder will be able to suggest terms on lease deal negotiations with final decision-making resting with the lead officer.</p> <p>The post holder will be able to represent the company to customers and external stakeholders.</p> <p>The post holder will have authority to manage expenditure within agreed budgets.</p>
Problem Solving	<p>The post holder will require to prioritise a number of competing priorities across a number of services provisions e.g. commercial letting for Workspace, re-letting of mid-market rental, etc. all of which are crucially important to the business and very time bound.</p> <p>The post holder will require a level of concentration to ensure consistency and accuracy of work because of the number of interruptions and level of complexity and cost implication to the business.</p>
Communication Skills	<p>The post holder will communicate internally with colleagues within the Department, colleagues within other departments of Queens Cross Housing Association and attend Workspace Board meetings as required.</p> <p>The post holder will conduct research and provide reports, reviewing options and making recommendations.</p> <p>Externally there is a requirement to speak to customers individually and in groups, contact external agencies e.g. Glasgow City Council and energy suppliers, networking with similar organisations and encouraging links within the commercial portfolio.</p>
Working Conditions	<p>The post is 60% office based with the remaining being meetings outwith the office at other companies and agencies premises and carrying out viewings of void property and annual inspections of occupied rented property on their own on a weekly basis.</p> <p>There will be at approximately two evening meetings per month.</p>

Date job description update:		Date job description evaluated:	
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