



Operations and Office Manager

(Full-time 37.5 hours per week.)

ideaSpace Cambridge Biomedical Campus.

ideaSpace exists to create the best community for, and environment to support, the creation of high impact ventures in Cambridge.

Role Summary

The Operations and Office Manager is primarily responsible for leading activities related to ideaSpace operations, performance and impact data, and for managing the ideaSpace Cambridge Biomedical Campus (CBC) location.

Management of the CRM and other systems

Responsibility for the continued management and maintenance of the CRM and other ideaSpace systems, ensuring accurate and current data is available. Act as an 'expert user' and being prepared to offer training and support to other users.

Office Management

Providing effective management of the CBC office to ensure that it is a productive and attractive environment for members and guests to work in. Facilitating community engagement.

Operational Support

Responsibility for business processes, procedures and their delivery. Project management of operational projects.

The role is based at ideaSpace South, Biomedical Campus, Cambridge. The Operations and Office Manager will report to the ideaSpace Director and work in conjunction with the ideaSpace Director and the wider ideaSpace team, who are based at ideaSpace City (Laundress Lane, Cambridge) and ideaSpace West (Charles Babbage Road, Cambridge)

The ideaSpace team

The team is employed by IfM Education and Consultancy Services Ltd, under contract from the University of Cambridge.

This role is paid £28,000-30,000pa plus benefits. The closing date is Monday 3rd June 2019.

	Aims	Activities	Outputs	Time
1.	Management of the data systems including CRM	<p>Managing and maintaining the data systems, working with the ideaSpace team to ensure accurate and current data is available.</p> <p>Becoming an expert user of all systems and staying up to date with new features and developments for the data systems, providing support as necessary</p> <p>Responsibility for being the point of contact for support for system users, developers and software/systems suppliers</p> <p>Analysing data and producing reports to demonstrate the impact of ideaSpace activities</p>	<p>Actionable data showing how well ideaSpace is serving its members and how it could improve.</p> <p>Reputation is maintained and protected. Good communication with external stakeholders.</p>	40%
2.	Office Management	<p>Catalysing and supporting a strong member community</p> <p>Ensuring appropriate standards of reception and other services, housekeeping, health and safety and facilities.</p> <p>Presenting a personalized, proactive and flexible approach with members and incoming enquiries.</p> <p>Basic frontline IT support.</p> <p>Induction for new members with follow-up.</p> <p>Office specific newsletter, network and event management.</p>	<p>A professional work environment where our members can work and learn from each other.</p> <p>Members feeling a part of and responsible for their office environment.</p> <p>An inclusive workspace that enhances the development of members as founders, their teams and their ventures.</p>	35%
3.	Operational Support	<p>Monitoring and evaluating ideaSpace business processes to ensure effectiveness</p> <p>Developing, managing and maintaining relevant management and administrative processes to ensure they support continuous development and improvement.</p> <p>Working with the ideaSpace team to embed processes across the three sites</p>	<p>Robust procedures for increasing efficiency across the business</p> <p>Alignment across all ideaSpace sites and a consistent approach</p>	25%

Person profile

Knowledge and Understanding	Skills	Experience	Traits
<p>Data gathering and management</p> <p>Financial management</p> <p>Office Management</p> <p>Customer service</p> <p>Meeting minutes</p> <p>IT Systems</p>	<p>Effective, friendly and professional communication style</p> <p>Effective Planning and organisational skills</p> <p>Survey construction and administration.</p> <p>Data preparation and presentation.</p> <p>Ability to solve issues promptly with a personalised approach</p> <p>Remote working</p>	<p>Office Management experience</p> <p>Facilities & Health and Safety Management</p> <p>Database/CRM</p> <p>Project management and planning</p>	<p>Self-confidence</p> <p>Curiosity and kindness</p> <p>Comfortable working as part of a remote team</p> <p>Personable & friendly</p> <p>Pro-active</p> <p>Enjoy learning and developing</p> <p>The ability to adapt to situations</p> <p>Have a “can do” attitude with the desire to get stuck in</p> <p>Creative</p> <p>Analytical</p>