



## **Wallacespace Centre Manager**

Wallacespace provides brighter thinking spaces for off-site meetings, training, workshops and events. Founded in 2002, we now operate across 4 buildings in Central London, with 60 different spaces for between 4 and 150 people. We expand cautiously and have a growth plan in place to reflect this.

The success of our business is rooted in the strong relationships we have with our clients, most of whom return to us regularly and recommend us to others. Beyond the creative, bright and fresh spaces we offer, we aim to delight our clients with our energetic 'can-do and do do' attitude and everyone who works with us shares our refreshing and positive approach to providing great space with outstanding service.

As a Centre Managers you will help us to achieve our goal by running one of our buildings and its Client Management team on a daily basis.

This is a multi-faceted role that requires you to lead your team to provide outstanding service. You'll also be operationally responsible for running your building and for ensuring that it is safe, secure and clean, that it looks good and is well maintained and suits clients' needs. You'll be working closely with and reporting directly to, our Client Services Director and also working closely with other teams across the business.

You'll be responsible for maintaining and growing client relationships and for identifying and building new client opportunities. Intelligent new business development is a key part of this role. As a team of Centre Managers, you'll be collectively responsible for facilitating revenue growth and helping us achieve our commercial targets.

### **About you**

The ideal candidate will have proven experience in providing outstanding customer service, new business development, team leadership and working in a fast-paced environment. You will have a cool head and a calm manner under pressure.

In addition, you will have face to face and written, proven and demonstrably excellent skills in:

- Communication & influencing
- Client account management & negotiation
- Persistence
- Analytics and problem solving
- Decision-making
- Team collaboration and improving performance
- Attention to detail but with the ability to see the bigger picture
- Commercial awareness
- Organisation, time management, & prioritising
- Advanced MS Office skills

## What we offer

£30-35K basic plus benefits

- 28 days holiday (incl bank hols)
- Working environment to inspire, motivate and collaborate both our clients and staff.
- Excellent personal and professional development opportunities.
- Advantage of working with a close-knit team.
- Breakfast & lunch included - @ wallacespace our food is designed to help our clients stay focused + more productive, so we'd be missing a trick if we didn't share it with our teams.
- Bonus scheme.
- Life assurance.
- Pension.
- Access to travel loans, childcare vouchers + the cycle to work scheme.

*We welcome applicants from all backgrounds. However, in line with the Asylum & Immigration Act any candidate must be eligible to live & work in the UK.*