



ARCADE GROUP MANAGER - JOB DESCRIPTION

REPORTS TO: Dewsbury Arcade Group Board through the Chair, Jackie Ramsay

SUPERVISES: Bookkeeper, Business and Events Manager, Caretaker, Suppliers and Contractors

SUMMARY: The Arcade Group Manager will take overall management control and accountability for the commercial performance of The Arcade and the Group as a Whole

The job will be to establish, direct and co-ordinate all activities and strategic plans, to maximise profits and community benefit from the Arcade. Strengthen the Arcade's marketing and sales position to ensure the highest possible rate of return and achieve the organisation's goals and objectives. Liaise with stakeholders to ensure that the Arcade is at the centre of a Dewsbury town centre revival.

ACCOUNTABILITIES & KEY OBJECTIVES

- Find and sign-up tenants
- Supervise fit-outs
- Establish an Arcade community
- Lead the marketing campaign
- Manage the opening launch of The Arcade
- Create and bed-in operational systems and contracts
- Manage the service charge budget
- Build partnerships and support town centre regeneration initiatives
- Work with funders
- Take a leadership role for the Group and manage any staff recruited
- Take overall financial responsibility for the Group
- Manage launch campaign and opening, working with the appointed Marketing Agency
- Manage the leasing function – finding and signing up tenants
- Manage tenant relationships
- Encourage the growth of an Arcade tenant community and tenant organised events
- Coordinate the tenant fit-outs
- Manage onsite staff, suppliers and contractors
- Ensure the Arcade is presented to the highest possible standard

- Maintain and improve high performance levels
- Maintain and implement the Standard Operational Procedures (SOPs)
- Maximise income through commercialisation
- Take responsibility for raising external funding and any monitoring associated with it
- Build relationships with partners and encourage tenants to participate in enterprise training and employment initiatives
- Work with the Arcade Board to maximise community use of the Arcade

PEOPLE MANAGEMENT & COMMUNICATION

- Develop close working relationship with the Board and liaison with key stakeholders in Dewsbury.
- Carry out supervisory responsibilities in accordance with the organisation's policies and applicable laws. Responsibilities include interviewing, hiring, managing and appraising the work of the caretaker, bookkeeper, service contractors and any other staff the Arcade Group might employ
- Address complaints and resolve problems presented by tenants and the public.
- Co-operate and liaise where necessary with, and provide information to, the solicitors, letting agents, valuers and other professional advisers.

SERVICE CHARGE

- The preparation of budget for approval by the Board. Monitor monthly actual spend against budget. Once the budget is approved, notify tenants with the standard budget explanation information pack. Analyse budget to identify areas in which reductions can be made. Following the year end reconciliation, provide detailed analytical review of the reconciled service charge, providing comments on the deviations of actual versus budget, and notify the tenants once agreed by the Board.
- Attend promptly to all queries from Tenants in respect of the service charge and justify all authorised expenditure.

HEALTH & SAFETY, INSURANCE, COMPLIANCE & REGULATIONS

- Manages the insurance, health & safety and environmental risks within the Arcades
- Produce in liaison with the Local Authority an Emergency Evacuation document for the Arcade. The Arcade Group Manager must ensure that the plan is tested regularly.
- Manage onsite incidents and accidents, keeping all records and files on the incidents and accidents in a log kept onsite and reporting all to Insurers within 24 hours or the first working day if the incident or accident happened during the weekend.
- Implement, maintain and update the management regulations of the properties, including

in particular procedures in the event of fire, bombs, threats and evacuations

- To be on call 24/7 in the event of any emergency. Ensure that the property always has in place a Fire Certificate
- Co-ordinate activities of the Arcade to effect operational efficiency and economy and ensure that the approved Planned Preventative Maintenance schedule is being carried out.
- Ensure that the property complies with statute and all relevant guidance and to notify the Board as soon as there is a breach.

INCOME & MARKETING

- Generate additional income through specialty leasing of Arcade space. Present the annual Arcade income strategy and budget to first be approved by the Board. Take full responsibility to ensure that the targeted income is achieved as a minimum, within your control
- Work with marketing agencies as relevant and implement the agreed annual marketing and events plan.

TENANT MATTERS

- Foster and maintain good working relationships with all tenants and be the first contact point for any onsite matters.
- Processes Tenants shop fit and alterations, submit recommendation.
- Ensure a copy of all legally binding lease documentation is maintained onsite.
- Monitor on a regular basis to ascertain that all parts of the property are occupied by the relevant Tenant named on the Lease or other occupier authorised by the Lease. Immediately report any illegal occupation to the Board.

REPORTING

- Develop and implement a standard Board-approved Develop and implement a standard Board-approved business plan for the Arcade.
- Present a bi-monthly report to the Board.
- Comply with all property management performance and reporting requirements from time to time as instructed by the Board and where these instructions fall outside the existing management agreement ensure they are first approved by the Board.
- Maintain detailed management records onsite.

REGENERATION

- Work with Kirklees Council, the Market management team, Dewsbury Neighbourhood Board, landlords and local businesses to build a thriving town centre. Apply for funding as appropriate to build the Arcade Group's capabilities of achieving this.

GENERAL

- Provide advice to the Board on how to manage the Tenants, local community and press in relation to events, tenancies, refurbishments, major works or redecoration. Work in close co-operation with Kirklees Council officers on wider regeneration matters for Dewsbury town center
- Prepare and maintain an Asset Register to be kept onsite.
- Any other general management duties that affect the business.