

JOB DESCRIPTION

**CENTRE MANAGER,
TRINITY WALK SHOPPING CENTRE, WAKEFIELD**

Issued: 5 August 2010

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PREAMBLE

1. The aims of the Centre Manager are to:
 - a. Improve retailer's trading performance
 - b. Increase footfall, shopper dwell time and spend level
 - c. Increase the viability and vitality of the centre.

PRIMARY PURPOSE

2. To manage all aspects of the day to day operation of Trinity Walk Shopping Centre.

SUPERIORS

3. The Centre Manager:-
 - a. is accountable to the King Sturge London Shopping Centre Team Property Manager
 - b. has line management authority over on-site KSM staff and contractors.

LINE MANAGEMENT

- 4.



AUTHORITY

5. The Centre Manager is authorised to:-
 - a. correspond and liaise with any authority within or outside Trinity Walk shopping centre/King Sturge in support of his purpose.
 - b. delegate those tasks within this job description as appropriate to Trinity Walk shopping centre staff.
 - c. code up and approve invoices on Contempus
 - d. liaise with local authorities & groups, retailers and contractors in connection with his purpose
 - e. expend budgeted service charge funds in accordance with the set budget and non-budgeted items up to a maximum of £TBC for a single item, keeping the Property Manager fully informed of the latter.

PRINCIPAL TASKS

Business Development

6. To develop a close working relationship with all tenants, encouraging them to conduct their businesses efficiently & effectively and comply with the requirements of their lease and Trinity Walk Shopping Centre Management Handbook.
7. To develop close links with the appropriate local authorities, retail partnerships and to actively join in and contribute to local community activities and initiatives.
8. To co-ordinate and publish late night trading hours in the run-up to Christmas and other appropriate holidays and festivals.
9. To obtain retailer's trading data whenever the opportunity arises and develop a 'feel' for the trading levels and profitability of the retailers, paying particular attention to any tenant suspected of heading into difficulty.
10. To assist and co-operate with the Property & Asset Managers regarding asset management initiatives undertaking Project Management duties for minor works and miscellaneous elements of more major works.
11. To assist the letting agents with on-site inspections and provision of operational data.
12. To co-operate with and deal with the numerous visitors from the local authority, fire authority, insurance inspectors, Police, prospective tenants and members of the public.

Managerial

13. To issue written orders for the health & safety, operation, management, security and cleanliness of Trinity Walk Shopping Centre and implement the procedures to create and maintain an effective environment for staff, retailers and customers.
14. To instruct, motivate and develop the on-site King Sturge Management staff and other contractors into a cohesive, unified and efficient team.

15. To ensure that Trinity Walk Shopping Centre and on-site practices of contractors meet the King Sturge, statutory, legal and insurance requirements.
16. To be the Primary On-Call Manager out of working hours.
17. To manage the tender process for contracts for the maintenance and operation of the Trinity Walk Shopping Centre as part of the Service Charge budget and make recommendations to the Property Manager.
18. To control and monitor all Trinity Walk Shopping Centre contractors and their contracts for efficiency and value for money, using only King Sturge Approved Contractors.

Safety & Security

19. To be the 'Responsible Person' under the Regulatory Reform (Fire Safety) Order 2005.
20. To develop and review annually the Disaster Control and Recovery Action plan for the Trinity Walk Shopping Centre.
21. To crisis manage major incidents, whether or not the Duty Manager at the time.
22. To ensure the current Security Alert Level is promulgated and actioned.
23. To ensure that the Health and Safety regime at the Trinity Walk Shopping Centre is managed effectively.
24. To ensure RIDDOR reports are submitted when required by law.
25. To ensure weekly bell testing is carried out and an evacuation exercise takes place bi-annually.
26. To ensure that the Trinity Walk Shopping Centre General, Fire Risk and all other statutory Assessments are carried out when required.
27. To ensure co-ordination of the management any on-site shopfit works, monitor the contractors and issue completion certificates at the end of the works; maintaining close liaison with the Property Manager

Financial

28. To prepare service charge budget based on the RICS Code of Practice for the Property Manager and to maintain spending within the budget limit.
29. To drive the completion of the reconciliation after service charge year end and to draft the Reconciliation Report for the Property Manager.
30. To be efficient in the use of resources, especially electricity, gas and water.
31. To assist the Property Manager and other King Sturge colleagues in the credit control, cash handling and banking processes, paying particular attention to the security of cash and cheques.

Promotions

32. To produce and execute an annual Marketing Plan to promote and market the Trinity Walk Shopping Centre within the allocated budget.
33. To work with King Sturge's Commercialisation and Marketing team or such other consultant as the owner may appoint, to maximise mall income from mall promotions, in keeping with the tenant mix of the centre.

Notes:

The postholder will be employed by King Sturge Management (KSM). This Job Description supports the relevant aspects of the 'Guidance Notes for KSM Limited' dated August 2007 and available on the King Sturge Intranet 'Oscar'.