

**HALE COMMUNITY CENTRE
CENTRE MANAGER
JOB DESCRIPTION**



Job Title	Centre Manager
Reports to	Chair of Trustees
Reporting to the Post	Centre Administrator, Youth Lead, Projects & Engagement Co-ordinator, Community Fridge & Cupboard Co-ordinator
Location	Hale Community Centre, 130 Upper Hale Road, Farnham GU9 0JH
Hours	4 days per week, with flexibility as to which days and some home working with possibility to increase to 5 days/week if funding allows (30 hours)
Salary	£36-40,000 fte
Benefits	Pension Scheme

Background Information

The Hale Community Centre is a community resource that provides a range of services, activities and meeting spaces for people of all ages in its neighbourhood. Our aim is to provide recreational, learning, business and social activities, which are accessible and affordable. Youth provision and a Community Cupboard and Fridge are key components of the Centre's activities.

Purpose of role

The Community Centre Manager will play a key role in the leadership and smooth running of Hale Community Centre (which includes the Youth Centre), managing change, growth and performance as agreed with the Board of Trustees. Working closely with the trustees, employees, consultants, contractors, volunteers and other local organisations, the Manager will work to ensure the Community Centre is a vibrant, well-managed facility that operates within a sustainable framework for the benefit of local residents and organisations. They will also promote the profile, role and impact of the Centre.

Principle duties and responsibilities

Management of the Community Centre

Manage the operations of the Community Centre and its staff and the development and delivery of activities and facilities in line with the business and strategic plan.

Ensure compliance with employment law and that we follow good practice with regard to HR.

Contribute to the planning, development, implementation and delivery of the business and strategic plan and present regular progress updates to the Board.

Oversee the maintenance of the building - including building maintenance and improvement programmes.

Manage and monitor all aspects of risk assessments, health and safety and security as required by regulation or good practice including, in conjunction with the Trustees, the review and updating of policies and procedures.

Ensure all Community Centre policies and procedures are complied with, including any Government restrictions/guidance.

Lead on GDPR and Safeguarding, maintaining records to ensure the charity fulfils all its legal, statutory and regulatory responsibilities.

Management of staff and Volunteers

Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff and volunteers are able to achieve their best.

Ensure effective management of HR including recruitment, supervision and development of employees, consultants, contractors, and volunteers, including carrying out DBS checks as necessary.

Keeping up to date with relevant legislation and best working practices.

Ensure employees, consultants, contractors, volunteers work collaboratively with each other and with users of the facilities, in a safe and constructive way.

Oversee the Community Centre's complaints procedure, and the proper handling, investigation and resolution of any complaints against the Centre, its staff and volunteers.

Working with Others

Continue developing and maintaining relationships with various local partners to ensure activities at the Community Centre fit with others provided in the area.

Positively represent the Centre and the community at partner and other meetings/events to raise the profile of the Community Centre and to ensure the views and needs of the community are prioritised and included.

Continue to strengthen the reputation of the Community Centre by giving maximum visibility to its activities and achievements.

Ensure through listening to the community, monitoring and evaluating provision and adapting the service, the Centre meets the needs of the local community.

Prepare reports for and attend all Board and annual general meetings.

PR/Marketing and Fundraising

Oversee the development and implementation of an income generation & marketing strategy.

Develop strategies to promote the use and profile of the Community Centre, maximising use of social media, publicity opportunities and liaison with the local media.

Identify and secure new funding through grant applications and other means.

Continue maintaining and developing positive relationships with funders, both grant makers, sponsors and individuals.

Financial management

Liaise with the treasurer and accountant in setting and managing budgets and maintain an overview of the financial position of the Community Centre.

Code invoices to ensure that income and expenditure is allocated to correct projects.

Ensure completion of reports/returns to statutory bodies and funders and compilation of grant applications.

Ensure best practice in all financial matters.

Project Management

Support and oversee the continued delivery of high-quality services and activities.

Ensure all project leads are liaised with regularly to ensure compliance with objectives and outcomes.

Devise and implement robust impact monitoring and evaluation strategies for all projects.

Ensure all projects are correctly risk assessed and supported.

Hale Community Centre has a small team of employees, consultants, contractors, volunteers and a wide range of activities. It is expected that the post holder will be flexible in assisting in areas of work which go beyond their main duties. In particular, the holder of this post will be expected to assist with covering frontline reception and administrative duties and attendance at and/or supervision of events outside of normal working hours.

To apply:

Please send your CV and a covering letter (each of no more than two A4 pages) that summarises your interest in the role and details your ability to match the criteria to: haleccsecretariat@gmail.com

We aim to recruit the person most suited to the job and welcome applications from candidates of all backgrounds and from different sectors, and from people who have gained their skills outside formal employment.

If you would like an informal discussion and more information about this opportunity, please contact Cathy Burroughs, Centre Manager at manager@halecommunitycentre.org.uk or call 07471 180958.

Closing date: Monday 13th February

Interviews: During week starting 20th February

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Centre Manager Personal Specification

Qualifications/Education/Training

Educated to at least A-level/level 3 or equivalent with a range of relevant qualifications and a high level of IT literacy

Experience and Knowledge

- Minimum 3 years' proven experience in either the voluntary, community or business sector
- Proven experience in project management, management of teams and ability to motivate staff and volunteers
- A strong track record of delivering income growth through fundraising, grant applications, sales, PR and marketing (including use of social media platforms)
- Knowledge and experience of organisational strategy and business planning
- Experience of developing and sustaining relationships and partnerships with other organisations
- Experience of budgeting and reconciliation, and grant management

Skills

- Well-developed written, verbal, interpersonal and customer service skills
- Ability to work cohesively with others – in teams, groups and partnerships
- Ability to identify income generation opportunities
- Project management skills, including report writing, financial monitoring and evaluation
- Ability to deliver objectives to agreed timescales and deadlines
- Ability to work independently to prioritise work areas, and proven decision making ability
- Driving licence and use of vehicle

Personal Qualities

- Proactive Self Starter
- Values Driven
- Passionate and enthusiastic
- Opportunistic and entrepreneurial
- Exceptionally good at relationship building and working with others
- Highly motivated with a genuine desire to help those in need, compassionate, caring and good at communicating comfortably and effectively with a wide range of people