

**CENTRE MANAGER: JOB DESCRIPTION**

**Role: Centre Manager**

**Reports to: Chairperson**

**Direct Reports: 5**

**Hours of Work 37.5 hours per week (evening and weekend work is a feature of this post)**

**Salary £28,000**

**Contract Duration Temporary - April 2020**

**Pension Stakeholder Pension**

**Holiday Entitlement 28 Days (includes public holidays)**

**Location Newmains Community Trust (NCT) Centre**

** This post is funded through**

**Summary**

Newmains Community Trust was established as part of the community regeneration programme within Newmains with funding provided by the Big Lottery. The funding provided a purpose built community centre (NCT Centre) which was completed in June 2015. The NCT Centre is a community owned facility, managed by Newmains Community Trust and is built to modern standards for environment and access containing:

* A community café for use by all focusing of quality and healthy food
* A commercial standard kitchen to serve the café and provide catering facilities
* A main hall, badminton hall size, to serve as a sport, recreation and social venue
* Meeting rooms for use by clubs and organisations for their activities
* Dedicated youth space for young people and young people focused activities.

In addition, through partnership working with North Lanarkshire Council the NCT Centre is the home for Newmains Library.

**Job Summary**

The Centre Manager is responsible for the day to day running of the Centre, and it’s management and development as a sustainable community resource. NCT is looking for an energetic and dynamic people person capable of working in harmony with a staff team and a Board of Trustees to ensure that the Centre is a hive of activity serving the local community. We are looking for someone with a good head for business who can ensure that the Centre is run in a financially sustainable way. We need someone with the business skills to market and develop the Centre to all areas of the community and local businesses.

**Main Duties and Responsibilities**

**Management of Staff and Volunteers**

To lead a team of staff and volunteers effectively by**:**

* Adopting, maintaining and communicating best practice operating standards
* Establishing clear job objectives
* Conducting regular staff appraisals, identifying training needs for staff.
* Monitor and evaluating and improving performance to agreed standards
* Ensuring compliance with all policies and procedures of the Centre with special emphasis on the protection of children and vulnerable adults, health and safety, hygiene and building maintenance and security.
* Ensuring accountability to the Board of Trustees and providing them with timeous and accurate financial and performance reporting.
* Ensuring that the staff team function well together, are briefed on their responsibilities and meet regularly.

**Financial**

* In consultation with the Treasurer and Bookkeeper, prepare operational budgets and financial projections.
* Ensure accurate financial reporting to the board each month
* Ensure that expenditure is at all times within budget or the delegated financial authority provided by the Board to the Centre Manager
* Ensure all staff operate within the boundaries of the financial policies and procedures of NCT
* Leading and co-ordinating fundraising initiatives and ensure accurate financial and narrative reporting to all funders requirements; when a Programme Officer is appointed, supervising their work in this area.
* Preparing funding applications to secure necessary funding for the Centre’s operation and activity/resource development; when a Programme Officer is appointed supervising their work in this area.
* Ensuring that all financial transactions and cash handling systems are properly supervised and effectively managed and recorded.

**Policy**

* Promoting an ethos and practice that seeks to support diversity and the use of the Centre by all sections of the local community in Newmains, and the wider community throughout North Lanarkshire and beyond.
* Ensuring all attending the Centre do so in a safe and supportive environment;
* Maintaining and enhancing the positive reputation the Newmains Community Centre has established;
* Ensuring a register is kept of all governance and operational policies, and all board instructions; that all governance and operational policies are followed by all members of staff.

**Communications**

* Liaise effectively with a wide range of internal and external stakeholders, including Trustees and representatives of existing and potential client groups, funders and other key stakeholders
* Develop use of media, printed literature, website and other communication tools.
* Devise and implement a marketing plan to increase the use of the Centre and to develop the range of activities provided;
* Conduct appropriate research to obtain and act on regular feedback from Centre users.
* Prepare regular reports for the Trustee Board and attend Trustee and Open meetings.

**Operational**

* To develop strong relationships with customers, staff, stakeholders and supporters
* Managing work on a shift pattern to meet the needs of Centre activities, bookings & events
* Preparing and implementing programmes, timetables and staffing rotas
* Reviewing and implementing health and safety policies and practices to ensure all statutory guidelines and legal obligations are met. This should include overseeing the organisation and maintenance of appropriate records, including: health and safety, risk assessment; COSHH; manual handling; accident reporting; first aid etc.
* Creating and implementing effective procedures and an emergency action plan in line with the Health and Safety Sub Groups decisions approved by the Board.
* Ensuring that the building, facilities and equipment are maintained to required standards; (e.g. it’s safe, clean, in good working order & regular checks are made/records maintained)
* Devising, implementing and monitoring an effective feedback system for users (e.g. enquiries, information, bookings, membership, complaints and suggestions)
* In conjunction with the Trustees, review, amend and update the Centre Business Plan
* In conjunction with the Trustees, agree the Annual Planned Preventative Maintenance and ensure its timely implementation
* Manage supplier contracts, including negotiation and renewals.
* Carrying out other reasonable activities relevant to the management and operation of the Centre as required by the Board.

**CENTRE MANAGER: EMPLOYEE SPECIFICATION**

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| **FACTOR** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications and Training** | Degree or equivalent qualification in a Community or in a Business related discipline OR  At least 8 years of relevant work experience or similar. | Social/Business enterprise background/ qualifications |
| **Work Experience** | Experience of managing a team  Experience of dealing with members of the public  Experience of raising funds from Government and Institutional Funders.  Experience of engaging with a varied set of stakeholders  Experience of managing budgets | Interest in social/business enterprise  Experience in marketing  Experience in Facility Management  Experience in the hospitality sector  Experience of running community programmes  Experience in producing grant applications, providing narrative and financial reports to funders and managing funding relationships  Experience of working within a charity/community trust environment  Experience of interacting with vulnerable groups  Experience managing and supporting volunteers  Experience of partnership working with local agencies |
| **Knowledge, Skills and Abilities** | Effective leadership skills  Proven ability to manage change  Able to monitor performance against standards and outcomes  Able to deal with and diffuse difficult situations  Analytical and problem solving skills  flexible attitude to work e.g. taking a hands on approach when needed  ability to manage and prioritise a demanding work schedule  Proven experience of financial management and monitoring including developing and working to budgets  Experience of promoting community engagement and involvement  Knowledge and understanding of health and safety legislation and experience of carrying out relevant assessments  Have an excellent approach to customer care  Experience in preparing and producing reports  Sound IT skills – must be proficient in Microsoft Office and Windows Operating System  Excellent communication and organisational skills |
| **Personal Qualities and Attributes** | Enthusiastic, self motivated and dedicated  Diligent and Effective  Approachable and Friendly  Diplomatic |  |
| **Other (specify)** | Flexible approach to work  Able to secure PVG membership |  |

**Additional Information**

The post holder may occasionally be required to work outside of the normal working hour as either flexible hours or Time off in Lieu (TOIL) that will be agreed in advance with the post holder.

The post holder will benefit from 28 paid holidays per annum pro rata including bank holidays.

NCT Centre activities include working with children and vulnerable adults, this post-holder must be willing to undertake a Disclosure Scotland check as a requirement for this post.

The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility with any changes being undertaken in agreement with the post holder

**Applications**

Download a recruitment pack or contact us for a recruitment pack by telephoning 01698 386403.

**Or by email to Maryanne@Nctcentre.co.uk**

www.nctcentre.org.uk,

Closing Date for Applications: Midnight: 30th Nov 2019

