

Conference & Training Centre Manager

Carronvale House, Larbert

JOB DESCRIPTION

The Boys' Brigade is an international Christian youth organisation, providing opportunities for children and young people (4 – 18 years old) to learn, grow and discover in a safe, fun, and caring environment.

Our vision is that children and young people experience “life to the full” – John 10:10

Boys' Brigade & Girls' Association Companies (groups) meet in communities across the UK each week, supported by dedicated volunteer leaders.

Carronvale House is a Conference & Training Centre, owned and operated by The Boys' Brigade to generate an income stream for the organisation and to provide facilities for our members. The facilities comprise of a range of meeting/conference rooms, sports facilities and accommodation for 60 people. The centre has a strong customer base and attracts customers from a range of sectors, primarily not for profit organisations, local government, and youth and community groups.

Purpose of this job: To be responsible for the management of the centre with a focus on growth, innovation, efficiency, and customer service. The role is supported by a small, dedicated staff team.

Responsible to: Chief Executive

Location: The role will be based at Carronvale House, Larbert, FK5 3LH

Salary: £30,000 pa based on 35 hours per week. An ability to work flexible hours will be required. There is an annual leave entitlement of 25 days leave plus statutory bank holidays.

Key responsibilities:

- Develop a strategy for marketing and promoting the centre to a wide range of customer groups.
- Manage, support and oversee the staff team.
- Ensure the centre operates within the budget parameters agreed.
- Maintain effective systems to manage enquiries, bookings, and invoicing.
- Deliver a high level of customer service.
- Develop and implement a maintenance plan for the centre.
- Identify and pursue funding opportunities.
- Ensure Health & Safety policies and procedures are implemented.
- Liaise with The Boys' Brigade staff team in relation to training courses and other events the organisation wishes to hold.
- To act as “Duty Manager” as required.
- Any other reasonable duties as required.

Person Specification

Essential skills & knowledge

Management Skills

- Strong and proven organisational and facilities management skills.
- Be able to plan, manage and prioritise own workload and that of others.
- Experience in creating strategies to achieve agreed targets (including financial, marketing and customer service).
- Excellent people management skills, knowledge, and experience.

Communication Skills

- Excellent verbal and written communication skills and an ability to relate well to a range of people.
- Good general IT skills (including use of Microsoft Word and Excel).
- Experience of social media and managing website content.
- Experience in analysing performance data and producing reports for Senior Managers or Trustees.

Financial Management Skills

- Good understanding of budgeting with experience of increasing turnover and profit, whilst maintaining tight control of costs.
- Experience of setting prices and benchmarking with competitors.

Marketing Skills

- Ability to market facilities to commercial and third sector customers.
- Creativity and innovation in expanding the use of the facilities by existing and new groups.

Health & Safety Management

- Current working knowledge of relevant Health & Safety legislation, especially with reference to residential facilities.
- Ability to maintain a safe and healthy environment for staff and customers.
- Understanding of buildings maintenance and experience in monitoring cyclical maintenance programmes.

Experience and qualifications

- Must have at least two years recent experience in a similar management position (this might be a hotel, conference centre, facilities management role etc).
- Higher Level English and Maths or equivalent.

Due to the nature of this role appointment will be subject to an enhanced disclosure check.

June 2022