

Job Description	
Job Title:	Manager
Hours:	35 hours per week
Working Pattern:	Monday – Friday 9am – 5pm (may be required to work evenings and weekends)
Salary:	£35,000 per annum
Direct Reports:	Admin/Finance Assistant Cook/Café Supervisor Facilities Assistants
Reporting to:	Board of Trustees

Organisational Information
<p>Friockheim Community Hub Limited is a Charity registered in Scotland and is an accessible community and social space offering facilities and services to the residents of Friockheim and the surrounding villages. The Hub offers a community café, a small gym, a range of classes, activities and hobby groups.</p> <p>Having recently secured a 3-year funding package, the Board are seeking to recruit a manager to drive forward its vision for change and further develop the Hub's offer to meet the needs of the local community.</p> <p>The Manager's role is a pivotal role in the organisation with responsibility for the day to day operational and management activities; further developing the charity in conjunction with our Trustees and partners and identifying, submitting and securing additional funding to deliver the Hub's charitable aims. As the 'face of the Hub' the manager, will act as an ambassador of the Hub in all matters, including proactively raising awareness and promoting our vision, aims and initiatives.</p>

Main Purpose of the Role
<p>The Hub Manager has responsibility for the management and development of all the Hub's operational activities and will work closely with the Board of Trustees providing support, direction and leadership for the Charity.</p> <p>With leadership skills and experience, the Hub Manager will lead the staff team fostering a positive workplace culture and the delivery of excellent customer service.</p> <p>As a Charity, generating new income from grant sources is a key activity and the Hub Manager will proactively initiate and support this element of work, including the preparation of reports detailing performance and evidencing efficiency of services to funders and partners.</p> <p>Responsible for facilities management at the Hub, the Hub Manager will ensure appropriate systems are in place to allow full functionality, sustainability and safe</p>

working practices including ensuring up to date risk assessments are in place for staff and visitor safety in all work and service delivery related activity.

Working closely with the local community to monitor the quality and delivery of our services, gathering feedback to ensure that the Hub's activities and services meet their expectations.

The Hub's volunteers are an integral and valued part of the Charity. Promoting and actively encouraging the involvement of volunteers is a key priority including the development and introduction of new services to expand their knowledge, develop and/or utilise skills.

Key Accountabilities

- To deliver the Hub's community and charitable objectives
- Supporting the Board of Trustees (Volunteers) by achieving the aims of the charity and providing regular progress reports to the Board and its funders
- Liaising with the community and other stakeholders across the local area to increase the Hub's profile, membership and use of the Hub
- Design, develop and implement new activities for the benefit of our community, including monitoring, assessment and feedback
- Managing all operational staff, activities, budgets and assets within agreed expenditure levels
- Responsible for the effective operation of finance and administration functions
- Establishing and maintaining positive working relationships
- Communicating effectively through a variety of mediums with community, voluntary, private and public sector partners and stakeholders including fulfilling monitoring and reporting requirements
- Ensuring all the Hub's operations comply with relevant legislative and regulatory requirements including equality and diversity practices

Knowledge, Skills and Abilities

- Ability to work on own initiative and manage time effectively
- Demonstrate cooperation, respect and goodwill in every aspect of your work
- Recognition and appreciation that you are accountable and responsible at all times in your role as an ambassador for the Hub
- Understanding and adherence to all organisational policies, procedures, guidelines and protocols
- Flexibility to respond to operational demands and time sensitive matters

Personal Characteristics

- Attention to detail, methodical and fastidious
- Ability to engage and inspire stakeholders
- A genuine interest in supporting and working with community
- Good interpersonal skills
- A positive attitude and pro-active nature

Person Specification		
	Essential	Desirable
Experience of charity-based, community development work at a management level		X
Demonstrable experience and competence of the development and management of administrative functions	X	
Experience of successfully managing, supervising and motivating staff and volunteers	X	
Effective management and understanding of budget and resources	X	
Facilities management experience such as community centre/village hall/entertainment venue		X
Track record of reporting to stakeholders and funders	X	
Educated to degree level and/or equivalent relevant work experience	X	
Proven project management skills	X	
Excellent written and verbal communication skills with the ability and confidence to communicate appropriately on a one-to-one basis and to small and large groups	X	
Effective public speaker with experience of preparing and delivering presentations		X
Ability to manage relationships with a wide range of stakeholders who have different objectives including meeting deadlines	X	
IT literate (Microsoft Office Suite, Spreadsheets and Databases)	X	
Self-motivation and drive	X	
Enjoy working with people from different age groups and backgrounds	X	
Commitment to community empowerment and fostering wider participation in community led projects	X	