



Job Description – Centre Manager

Greyfriars Charteris Centre

Location: 138/140 Pleasance, Edinburgh, EH8 9RR

Reports to: Chief Executive Officer

Salary: c. £26,400 (0.8 FTE based on £33000 FTE)

Hours: 28 hours per week (4 days)

Leave: 25 days + 9 public holidays (pro rata)

Pension: 5% employer contribution

Contract: Permanent

Closing Date 5th January

Interviews will be held on the 15th and 16th of January

To apply, please send a CV and covering letter outlining your suitability for the role to vacancies@charteriscentre.com

Introduction

The Greyfriars Charteris Centre is a “Centre for Community” supporting local groups, social enterprises, and community activities in Edinburgh’s Southside. As part of our ongoing organisational development and the expansion of our operational team, we are recruiting a Centre Manager to oversee the day-to-day running of the Centre.

The Centre Manager will lead the operational staff team, support room hire and bookings activity, oversee building operations, and help maintain a welcoming, safe and well-organised environment. Working closely with the CEO, they will play a key role in ensuring the Centre operates efficiently and continues to provide high-quality support to its users and community.

Purpose of the Role

To lead and coordinate the daily operations of the Greyfriars Charteris Centre, ensuring excellent customer service, effective facilities and staff management, smooth delivery of bookings and events, and a positive experience for all Centre users.

Key Responsibilities

1. Operational Leadership & Centre Activity

- Ensure the smooth daily running of the Centre, including all room hires, activities and events.
- Maintain a visible presence within the building as the primary daily operational lead.
- Build strong, positive relationships with Centre users, tenants, partners, and visitors.
- Support the CEO in delivering larger operational elements of the strategic plan.
- Ensure that all activity within the Centre reflects its mission, values, and community ethos.
- Oversee and engage with event logistics including set up and clear up

2. Bookings Management & Income Support

- Support day-to-day processing of bookings, including enquiries, scheduling, room allocation and client communication, particularly anything unusual.
- Work closely with the Centre Administrator, delegating appropriate elements of the bookings process.
- Develop and maintain effective relationships with regular hirers and new user groups.
- Monitor external venue pricing and recommend updates to booking rates where appropriate.
- Provide operational input to the CEO to support income reporting and planning when required.

3. Staff & Volunteer Management

- Provide day-to-day operational management of Duty Managers, Centre Admin and the Cleaning and Maintenance operative (formal HR processes remain with the CEO).
- Oversee duty rotas, staff coordination and daily task allocation.
- Ensure effective communication across the operational team, and organise weekly team meetings with the CEO and the operational team.
- Support the induction, coordination and engagement of volunteers.
- Ensure workloads are appropriately delegated and operational staff are well supported.

4. Facilities & Buildings Management

- Oversee day-to-day operational management of the building.
- Work closely with the Cleaning & Maintenance Operative, ensuring cleaning standards, routine maintenance and daily facilities tasks are completed.
- Ensure the Centre meets all Health & Safety, fire safety and building compliance requirements.
- Maintain accurate records including risk assessments, incident logs, statutory inspection documents, maintenance schedules and contractor reports.
- Lead on operational responses to issues, incidents or emergencies in the building.
- Implement, update and maintain Standard operating processes
- Work with the Cleaning and Maintenance operative to ensure stock levels are maintained

5. Administration & Governance Support

- Oversee general administrative processes across the Centre, ensuring efficient and effective systems.
- Provide accurate operational updates, both written and verbal reports, to the CEO.
- Support the CEO and Centre Administrator with preparation for governance meetings and minute-taking where required.
- Contribute to operational policy development, risk management and compliance processes.

6. Community Engagement & Relationship Management

- Build positive relationships with local community groups, tenants, users and partners.
- Support the CEO with community engagement, partnership building and funder reporting when required.
- Act as an ambassador for the Centre, promoting its ethos and values in everyday interactions.
- Ownership of coordinating the centre newsletters

7. Other Duties

- Act as a keyholder and provide cover for opening/closing when necessary.
- Be part of an on-call rota alongside the CEO to support Duty Managers and respond to operational emergencies during events.
- Attend out-of-hours events or activities by prior arrangement.
- Undertake any other reasonable duties in line with the role to ensure smooth and effective operation of the Centre.

Person Specification

Essential Experience & Knowledge

- Experience in managing staff or leading an operational team.
- Experience in event coordination.
- Experience in the third sector, community development, hospitality or events environments.

Essential Skills

- Excellent organisational skills and the ability to balance multiple priorities.
- Strong written and verbal communication skills.
- Ability to build and maintain positive relationships with a wide range of people.
- Confident problem-solving and decision-making abilities.
- Competent IT skills, including Microsoft Office and financial systems such as Xero.

Values & Behaviours

- Commitment to the ethos and community vision of the Greyfriars Charteris Centre.
- Positive, flexible and resilient approach to work.
- Team-focused, collaborative and supportive.
- Commitment to equality, inclusion and respectful practice.

Desirable

- Experience in facilities management, venue operations or community-based service delivery.
- Experience in bookings management or income support.
- Experience working with volunteers.
- Knowledge of Health & Safety compliance and building legislation.
- Understanding of social enterprise, community development or charity governance.
- Experience working in a heritage or complex building.
- Strong understanding of customer service and community engagement.