



## **JOB DESCRIPTION – COMMUNITY CENTRE MANAGER**

### **Westfield Park (Community)**

|                    |                                                   |
|--------------------|---------------------------------------------------|
| <b>POSITION:</b>   | Centre Manager                                    |
| <b>SALARY:</b>     | £32,000per annum pro rata                         |
| <b>HOURS:</b>      | 28 hours, with some evenings and weekends         |
| <b>LOCATION:</b>   | Westfield Park Community Centre                   |
| <b>REPORTS TO:</b> | Westfield Park Community Centre Board of Trustees |

### **Main Purpose of Role**

Overseeing the day-to-day management, and the smooth running of Westfield Park Community Centre, ensuring that the Centre is a vibrant, welcoming and well managed facility that operates for the benefit of, not only local residents, but people throughout the Falkirk and District area. An important aspect of the role is to develop the business, including improving facilities and identifying new opportunities by means of effective marketing, networking and innovative solutions. The Manager will be given a high degree of autonomy and will be self-motivated. The Board of Trustees, as line manager, will support and mentor the new Manager to aid her/him in achieving their full potential within the role.

### **Key Tasks and Responsibilities**

#### **Operational**

- To manage the operations of the Centre, its employees and volunteers in accordance with the parameters of and under the direction set by the Board of Trustees.
- To be responsible for health and safety within the Centre ensuring that all safeguarding requirements and legislative compliance are monitored and met effectively.
- Ensure the building is well maintained through cleaning and maintenance programmes and external service contracts.
- To develop the services and facilities of the Centre, based on the needs of the local community and the ambitions of the Board of Trustees.

- To develop close working relationships with key stakeholders and local partners seeking opportunities for shared activities and delivery of innovative joint ventures.
- To seek and develop opportunities for community engagement.
- To promote the use of the Centre by, among other things, maintaining the Centre's website, maximising publicity opportunities and liaising with the local media.
- Provide a marketing and communication strategy for the Trust. To maintain and develop the strong brand, producing newsletters, identifying publicity opportunities and maintaining the website.
- To develop and maintain an effective database of information regarding the project programmes, finance and usage so that efficient monitoring systems can provide appropriate data for the Board of Trustees and other key stakeholders.
- To create events and celebrations of the Centre's achievements which support both the short term and long-term outcomes for the local community.

### **People Management**

- To recruit, support and manage the team, employees and volunteers at the Centre, including safeguarding and legislative compliance.
- To review, further develop and implement a suite of policies and procedures for the effective management of Centre employees and volunteers.
- To create and deliver a comprehensive training programme for employees and volunteers as well as strategic development sessions for the Board of Trustees.
- To provide vision, leadership, communication and support to all employees and volunteers.
- Provide supervision and appraisal on all aspects of their performance and development.

### **Financial**

- To maintain an overview of the financial position of the Centre, utilising appropriate tools and providing regular reports to the Board of Trustees.
- Implement financial systems and controls to ensure that all activities operate efficiently, effectively, economically.
- Manage projects within allocated budgets, delivering quality, value for money activities for clients and local community.
- To oversee and take a key role in applying for and securing external funding opportunities.
- To comply with all funder reporting procedures.
- Produce, monitor and report on an annual business plan for the Board of Trustees.

### **Strategic**

- Attend Board of Trustees meetings: preparing, in consultation with appropriate members, agendas and board papers for each meeting.
- Produce accurate minutes and reports for approval by the Chairperson.
- To support the Board to develop its skills and capacity to manage the organisation.
- To create innovative ways of tackling local issues and maximising opportunities for resident involvement and promoting social inclusion and community cohesion.
- To represent the Centre's interests in the local community, and third sector forums.

### **General Duties**

The organisation reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business. There may be a

requirement to work evenings and weekends as necessary in order to ensure appropriate fulfilment of duties. All employees are required to:

- Be an active team member, collaborating and working together on tasks/projects as demand dictates.
- Contribute fully to the smooth running of the organisation.
- Handle sensitive / confidential matters in a professional manner, internally and externally.
- Compliance with all policies, and all legal obligations, relating to duties.
- Any other duties as from time to time advised by the Board of Trustees

### Personal Qualities

The Manager will have a strong commitment to helping members of the community get involved with the Centre. The Manager will also need to be self-reliant, energetic, able to work on their own initiative and to prioritise activities.

The continued success of the Centre will depend heavily on the organisational skills of the Manager and their ability to communicate effectively with all members of the community and work alongside colleagues, partners and Trustees.

### Person Specifications

| Attributes                            | Essential Criteria                                                                            | Desirable Criteria                                                                  |
|---------------------------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Qualifications                        |                                                                                               | Accreditation in community development, volunteering management, project management |
| Career Experience                     | People management, management of a community centre or third sector organisation              |                                                                                     |
| Management Experience                 | Demonstrated senior management role                                                           |                                                                                     |
| Business Development and Planning     | Experienced in producing, implementing, reviewing business plans                              |                                                                                     |
| Compliance, risk, Safeguarding        |                                                                                               | Demonstrated compliance, safeguarding and risk management                           |
| Finance and budgets                   | Successful management of budgets, financial management, funding, and contract negotiation     |                                                                                     |
| Leadership                            | Demonstrated leadership and motivation to a team to achieve results                           |                                                                                     |
| Communication                         | Confident, clear, articulate verbal and written communication                                 | Confident speaker and presenter                                                     |
| Building and developing relationships | Develops and maintains good working relationships, working collaboratively and consultatively |                                                                                     |

|                        |                                                                                                     |  |
|------------------------|-----------------------------------------------------------------------------------------------------|--|
| Influencing            | Articulate views and plans, presenting them in a way that gains support and commitment              |  |
| Decision Making        | Demonstrated ability to assess information, and make informed and justified decisions               |  |
| Ethos and Values       | Commitment to the organisation's ethos and understanding/empathy with the needs of those they serve |  |
| Adaptable and flexible | To work with the needs of the organisation and its clients as required                              |  |