



2 St David's Hill, Exeter EX4 3RG

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Exeter Community Centre Centre Manager Job Description

Post title: Centre Manager

Employed by: Exeter Community Centre Trust (ECCT). Reg. Charity reg no. 1135162

Accountable to: Trustee Board of Exeter Community Centre Trust

Responsible for: ECCT Clerical, administrative (finance), reception and cleaning and caretaking staff and volunteers

Hours: 37 a week, to be worked over at least 5 days, with evening and weekend work required; the balance to be agreed with trustees

Location: Exeter Community Centre, 17 St David's Hill Exeter EX4 3RG

Salary range: £25k - £30k depending on experience

Job Purpose

The post-holder will play a key role in ensuring the development management and smooth running of Exeter Community Centre. Having been transferred to Trust from Devon County Council in March 2011, the Centre is now in the process of refurbishment and will re-open in September 2011. The initial focus of the work – development work to secure tenants, bookings and keep the community engaged in the process – will change over time to day to day management of a large community centre and developing its activities. The Centre has 43 rooms for casual rental or long term lease. Working closely with the volunteer trustee board and local statutory and voluntary sector partners, the Centre Manager will work to ensure that Exeter Community Centre is a vibrant, well managed facility for local residents, tenants, those booking Centre space and other centre users and that it works to help achieve local residents' Vision for the St David's area' (see www.sdn.org.uk 'Vision and Priorities')

Main duties and responsibilities

Centre and Staff Management

- To manage the Centre and ECCT staff (clerical/finance officer/ cleaning and caretaking) and volunteers
- Ensuring the Centre has an up to date User Induction Pack and procedures for using the Centre
- Supervision and support of clerical, cleaning and caretaking staff and volunteers
- Supporting volunteers and volunteer involvement with the running of the Centre
- Developing effective liaison between staff, contractors, volunteers and Centre tenants, to ensure the smooth running of the Centre and its activities
- Securing bookings and tenancies and subsequently increasing these
- Assisting the Trust's Treasurer and Centre Finance Officer with financial management
- Ensuring effective maintenance of the building - including maintenance programmes, supervising contractors and others regarding work in the building
- Managing storage space and equipment use within the building
- Responsibility for health and safety and security in the building; ensuring the building is safe and secure at all times

Community Engagement and Partnership Working

- Developing relationships between those using the Centre
- Working with local partners and trustees to ensure activities at the Centre fit with others provided in the area and the community's Vision for St David's and developing close working relationships with key local partners.

Raising Profile and Ensuring Sustainability

- Implementation of Exeter Community Centre Trust Business Plan aims and objectives
- Marketing Exeter Community Centre to raise the profile and income
- Developing local services and activities to be run from the centre, including conferences, open days, ad hoc social events
- Investigating and applying for outside funding/grants

Centre Manager Person Specification

Personal qualities of the post holder are important. The post holder will need a strong commitment to community involvement and participation as well as management, advocacy and organisational skills. The post holder will also need to be self-reliant, energetic and able to prioritise activities.

Experience

- At least 12 months experience of managing services or buildings
- Experience of marketing, preferably marketing building facilities
- Experience of Health and Safety, including risk assessment and maintenance management
- A track record of developing services
- Experience of working in partnership, ideally within a community buildings environment
- Experience of fundraising and preferably making funding bids
- Experience of working with voluntary sector and statutory partners
- Experience in staff and team management

Skills, Abilities and Attitudes

- A commitment to community run services and to providing equality of opportunity
- Excellent communication skills – both written and verbal
- Customer services skills
- Confident and able to work on own initiative
- Able to prioritise work and demands
- Able to work as part of a wider local team managing community buildings and local services
- Able to set up and maintain operating systems and filing systems
- Able to maintain booking systems and databases
- Understanding of financial budgets
- Able to work flexible hours – prioritising needs of centre management

Education and Training

- Educated to a reasonable standard
- Computer literate

Other

- Able to work evenings and week-ends as agreed with the trustees and attend the Centre at short notice
- Consent to vetting procedures under the 'Safeguarding of Vulnerable Groups' Act 2006
- Ability to drive and current clean driving licence would be an advantage

Centre Manager Terms and Conditions

- Salary in the range £25k - £30k depending upon experience
- Based in the ECCT office at Exeter Community Centre
- 37 hours per week to include evening and weekend working as agreed with the trustees
- Occasional additional hours for which Time Off in Lieu may be taken
- Holiday 20 days per annum plus bank holidays
- Probationary period of 6 months (to include 3 month formal review)
- Supervised by Chair of ECCT
- Answering/reporting to Trustee Board of ECCT through Chair