



Position Vacant: Centre Manager

Who we are looking for

- A self-motivated and hardworking individual who can ensure our centre is well run for the people of Wonford and district.
- Someone with good people skills and a head for organisation and administration.
- Someone who is passionate about Wonford having an excellent community facility at the heart of the locality.

Hours

Minimum of 18 hours worked flexibly depending on bookings, will include occasional evenings and weekends.

Pay

£19500 pro rata (37.5 hours per week)

Location

Wonford Community and Learning Centre, Burnthouse Lane, Wonford, EX2 6NF

About the centre

Wonford Community Centre lies in the heart of Wonford alongside Ludwell Valley Park. We are a fully accessible centre with parking facilities and a range of rooms that are hired out at competitive rates to local groups, statutory organisations and businesses. We offer discounts for community groups and charities. We also run a range of groups and services in house including Bingo, a Community Café, Youth Activities, Wednesday Club, Singing Group and Short Mat Bowls.

Wonford Community and Learning Centre, run by the community for the community.

For more information

To View the full Job Description and Person Spec visit www.thisiswonford.co.uk

Application Process

Please send your CV and a covering letter in response to the requirements of the person specification and job description.

By Email to volunteer-wclc@outlook.com FAO the Trustees.

By Post Addressed to the Trustees of Wonford Community and Learning Centre Ltd, Burnthouse Lane, Wonford, Exeter, EX26NF.

Interviews will be held in the week beginning Monday 23rd September 2019

Applications must be received by midday on Monday 16th September 2019.

JOB DESCRIPTION

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|-----------------|---------------------------------------|
| Post: | Centre Manager |
| Responsible to: | Company Secretary, Board of Directors |
| Hours: | Minimum 18 hours per week |
| Accountable to: | WCLC Limited Board of Directors |

Scope of the job –

To ensure the smooth running of Wonford Community and Learning Centre including the Phoenix Suite in a way which maximises the use of the premises.

Tasks –

1. Overall responsibility for the day to day operational management of the Centre and Phoenix Suite

- Contribute to the strategic plan for the development of the centre.
- Uphold the strategic vision and values of the centre.
- Liaise with the trustees and members, including other stakeholders.
- Ensure that the Centre and Phoenix are opened and closed. Will be the main key holder for the Centre.
- Provide cover for opening and closing the Centre when no one else is available
- Oversee the cleaning of the Centre ensuring that the building is clean
- Liaise with Exeter City Council, Devon County Council and other contractors as appropriate to ensure that repairs are carried out in a timely manner
- Ensure that at all times the Centre complies with current Health and Safety legislation including safeguarding procedures and keep relevant records such as fire extinguisher checks and dealing with accident and incident forms
- Ensure that rooms are set up as required by users and that supplies needed such as tea/coffee/milk and bingo books are purchased
- Provide emergency response to situations requiring urgent action
- Complete any training as and when required to fulfil the core duties of the role.

2. The main contact person for all users of the Centre and Phoenix

- Respond to all enquiries about the Centre and Phoenix Suite
- Ensure that the tariff and restrictions set by the Board of Directors or included in the lease are applied consistently
- Managerial responsibility of bookings, ensure cover, issue booking forms and relevant policies/procedures and confirm bookings by issuing contracts on behalf of WCLC Limited. Administer the on-line booking system.
- Ensure users have an excellent experience and their requirements are met from the centre.
- Invoice users regularly and receive payment
- Bank payments and other monies weekly as appropriate
- Liaise regularly with the treasurer when dealing with banking, invoicing and petty cash.
- Receive complaints and complements and pass to Board for action
- Provide cover for licensed parties and apply for appropriate licences as needed, and arrange for a bar when requested.
- Ensure that users leave the Centre as they find it
- Be a First Aider for the Centre and Phoenix Suite

- Ensure events run by the centre are well managed with all relevant licences and consents approved.

3. Administration of the Centre and Phoenix

- Deal with post, emails and deliveries
- Arrange collection of food donations from local providers for Foodcycle and the Community Café.
- Attend Board meeting and provide Directors with all information they request at meetings (provided at least one working weeks notice has been given or a regular reporting format has been agreed)
- Update the notice boards on a regular basis
- Prepare annual membership cards and membership forms
- Keep a complete and up to date record of membership
- Administer the petty cash within the limits agreed by the Board of Directors

4. Marketing of the Centre and Phoenix to the local community and other potential customers

- Advertise the availability of the Centre and Phoenix regularly in settings around Wonford and online where appropriate
- Actively identify potential customers and promote the benefits of the Centre to them

5. Staff management

- Manage the training and performance management of staff
- Ensure the policies and procedures of Wonford Community and Learning Centre are implemented by staff
- Manage the DBS checks and renewals for staff and volunteers.

6. Complete any other tasks identified by the Board of Directors and communicated by the line manager which are within the competencies of the role.

Person specification: Wonford Community Centre Manager (Revised August 2019)

| Attribute | Essential | Desirable | Assessment |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| Management | Experience of managing staff and/or volunteers. Understanding of financial processes. Experience of working with communities. | Experience in a similar role. Experience of managing petty cash account, basic banking duties and receiving and recording payments. | Application/ interview |
| Practical Skills | Good problem-solving skills with the ability to be creative and use initiative to find new solutions. | Experience of problem solving in a community setting | Application/ interview |
| Communication | Experience of resolving non-complex complaints with customers Excellent customer service skills Good communication skills | Experience in developing and maintaining a culture of excellent customer service Experience of communicating with a variety of different people | Application/ interview |
| Personal Qualities | Fully supportive of our ethos to have a welcoming and inclusive Community and Learning Centre run for the people of Wonford and district. Able to work well as part of a team. Confident in difficult situations. Able to act on own initiative and develop creative solutions. Mature outlook and sound judgement. Able to prioritise work, demonstrate good time management and administrative skills. Honest and able to act with integrity. Maintain confidentiality. Conscientious and flexible. | Open to new ideas Keen to be responsible for own development | Application/ interview |
| Strategic Thinking | | Able to recognise the strengths and weaknesses of the Community Centre and contribute to plans for development | Application/ interview |
| Technology / IT Skills | IT literate – Outlook, Word processing, Spreadsheets. | Experience with office software and room booking systems. | Application/ interview |
| Equal Opportunities | Understanding of and commitment to the principles and legislation of diversity and equal opportunities | Experience of implementing equal opportunities policy and procedures | Application/ interview |
| Physical | Able to carry out the duties of the post with reasonable adjustments where necessary | | Application/ interview |
| Other relevant factors | Understanding the principles of safeguarding of children and vulnerable adults | Level 3 Safeguarding Qualified First Aider Level 3 Food hygiene | Application/ interview |