

JOB DESCRIPTION

COMMUNITY CENTRE MANAGER

JOB TITLE: Community Centre Manager

RESPONSIBLE TO: Chief Executive Officer

RESPONSIBLE FOR: Receptionists, Cleaners, Community Maintenance Officer

HOURS: 28 hours per week (Flexible but on-site)

SALARY: £33,000 - £45,000 pro rata

JOB PURPOSE

To provide leadership and operational management of the community centre, ensuring high-quality service delivery, statutory compliance, effective facilities management, and strong community engagement, while maximising income and maintaining a safe, inclusive environment.

Responsible for overseeing the management and upkeep of the organisation's land at Burges Road, ensuring it is maintained to a high standard at all times. This includes carrying out regular site visits, monitoring condition and usage, and ensuring full compliance with all relevant health and safety requirements and statutory legislation.

MAIN RESPONSIBILITIES AND TASKS

Leadership and Staff Management

- Provide line management, supervision and support to all centre staff, including regular one-to-ones and annual appraisals.
- Manage staffing rotas, shift cover, timesheets, and recruitment including induction and training.
- Ensure appropriate staffing levels at all times, including use of bank staff.

Operational Management

- Oversee the daily operations of the community centre ensuring a welcoming, efficient and professional service.
- Manage room hire, pricing structures, bookings and income generation.
- Monitor centre usage and maximise income opportunities.

Facilities and Property Management

- Oversee maintenance and facilities management across the centre and associated properties.

- Manage tenants, leases, service charges and relationships with property stakeholders.
- Maintain accurate property and contract records.

Financial Management

- Monitor budgets, income, and expenditure including monthly management accounts.
- Approve invoices and ensure value for money and sustainable procurement.

CCTV Oversight and Compliance

- Take overall responsibility for the management and oversight of the organisation's CCTV systems, ensuring they are operated effectively to maintain the safety and security of staff, visitors, tenants and premises.
- Ensure robust procedures are in place for monitoring, incident response, and escalation, as well as appropriate staff training and supervision.
- Ensure that all use of CCTV complies with current legislation including GDPR and relevant data protection requirements, alongside the organisation's policies and procedures.
- Oversee the secure storage, access and authorised retrieval of footage, ensuring strict confidentiality at all times.
- Regularly review CCTV coverage, effectiveness, signage and processes to ensure they remain fit for purpose, support safeguarding and health & safety objectives, and reduce risk across the community centre.

Health & Safety and Compliance

- Take lead responsibility for Health & Safety compliance, ensuring adherence to organisational policies and statutory regulations.
- Ensure compliance with Fire Safety regulations, risk assessments, and reporting procedures.
- Oversee contractors ensuring compliance with legal and safety standards.

Safeguarding

- Ensure full compliance with the organisation's Safeguarding and Prevent policies, protecting children, young people and vulnerable adults.
- Ensure all staff and service users adhere to safeguarding requirements.

Governance and Reporting

- Prepare reports for senior leadership and trustees, including Health & Safety and capital projects.
- Attend board meetings when required.

Community Engagement and Partnerships

- Develop partnerships and promote the centre within the community.
- Support marketing and outreach activities.

GENERAL RESPONSIBILITIES

- Comply with all Health & Safety policies and procedures.
- Adhere to the organisation's Safeguarding Policy at all times.
- Ensure compliance with:
 - Equality Act 2010 (Equality, Diversity and Inclusion)
 - GDPR and Data Protection legislation
 - Safeguarding legislation and Prevent duty
 - Charity Commission and relevant regulatory requirements
- Maintain confidentiality and act with integrity.
- Undertake training as required.

PERSON SPECIFICATION

Essential Knowledge and Experience

- Proven experience in managing a community facility, public building, or similar operational environment
- Experience of line managing staff, including supervision, performance management, and team development
- Strong understanding of health and safety legislation and compliance requirements, including risk assessment and contractor management
- Experience of facilities or property management, including maintenance and working with external contractors
- Experience of managing budgets, monitoring income and expenditure, and ensuring value for money
- Knowledge of safeguarding responsibilities in a community setting, including working with vulnerable groups
- Understanding of GDPR and data protection requirements, particularly in operational settings such as CCTV

Skills and Abilities

- Strong leadership and interpersonal skills, with the ability to motivate and support a diverse staff team

- Excellent organisational and operational management skills, with the ability to manage multiple priorities effectively
- Ability to identify risks and implement appropriate control measures, ensuring compliance with legal and organisational standards
- Strong financial awareness, with the ability to monitor performance and identify opportunities to maximise income
- Effective communication skills, both written and verbal, including report writing and stakeholder engagement
- Ability to build and maintain positive relationships with tenants, partners, contractors and the wider community

Personal Attributes

- Proactive and solution-focused, with the ability to take initiative and respond to challenges
- High level of integrity, discretion and professionalism, including maintaining confidentiality at all times
- Strong commitment to equality, diversity and inclusion, with an understanding of the Equality Act 2010
- Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults
- Flexible and adaptable approach, with willingness to work across operational priorities and attend sites as required

Other Requirements

- Willingness to undertake training and continuous professional development
- Flexibility to work occasional evenings or weekends where required for operational needs