

## **Role Profile and Person Specification**

### **Community Centre Manager**

#### **Welwyn Hatfield Community Housing Trust**

#### **Responsible to:**

Director of Operations

#### **Main Role**

1. To manage the day to day development and operations of the Jim McDonald Community Centre.
2. To improve utilisation, community engagement and financial performance of the general programme and catering operations.
3. To re-establish the Jim McDonald Centre as a key community hub.
4. To have full Profit and Loss (P&L) responsibility for the performance of the Jim McDonald Centre.
5. To provide business development support for the Trust.

#### **Key responsibilities**

- Facilities management of the Centre
- Refining and implementing the business plan and marketing strategy
- Recruiting, training and supervising staff, including evening and weekends
- Establishing and managing budgets
- Organising and promoting community activities and programmes to optimise utilisation and financial performance
- Establishing and maintaining statistical and financial records
- Developing new facilities / activities to support the business plan
- Community engagement to attract greater awareness of the Centre and use of it
- Promoting and marketing the Centre
- Ensuring compliance with health and safety legislation and be the Centre's 'Appointed Person' for First Aid
- Maintaining high levels of customer service standards
- Dealing with enquiries, complaints and emergencies
- To act in accordance with and actively promote the Trust's values, policies and standards.

## **Qualifications**

### **Essential**

Educated to Degree Level

### **Desirable**

Diploma in Management Science (DMS) or equivalent

Membership of relevant Professional Body in Community Development and / or Leisure

## **Essential Criteria**

- Proven experience of facility management Proven track record in developing programmes and improving financial performance
- Experience of a line management or other staff management role
- Experience of operating or overseeing a catering function
- Knowledge of budget management techniques and their application
- Experience of working with a wide range of community groups
- Evidence of the ability to prioritise work load and to work on your own initiative
- Evidence of the ability to establish and maintain systems of work for the Centre
- Evidence of the ability to write and communicate effectively and appropriately with all sectors of the community and partner organisations
- Evidence of the ability to use Microsoft Office™ programmes to a competent level
- Evidence of the ability to produce management reports
- Physically able to set up rooms / move furniture and equipment in accordance with manual handling and health and safety guidelines.

## **Desirable Criteria**

- Experience of operating a community facility which caters for all age groups
- Experience of having full profit and loss responsibility
- Experience of supporting the establishment of community groups
- Experience of working within a social care environment
- Track record of successful project delivery
- Ability to secure funding / grant bids.

## **Technical Requirements**

- You will be required to have a valid driving licence and access to a vehicle for business purposes at all times
- You will be required to hold or gain within the first month of employment a First Aid at Work Certificate
- You will be required to hold and maintain an up to date Disclosure and Barring Service Certificate
- You will be required to work flexible hours, including evenings and weekends.