

## **Anti-Tribalism Movement**

### **JOB DESCRIPTION AND PERSON SPECIFICATION**

<b>JOB TITLE:</b>	Centre Manager
<b>SALARY:</b>	£24,000 per Annum
<b>HOURS OF WORK:</b>	28 hrs per week for Two years' contract, it is essential that the post holder works flexible hours to serve clients of the centre.
<b>ACCOUNTABLE TO:</b>	Operations Manager
<b>RESPONSIBLE FOR:</b>	Building, clients and volunteers

#### **JOB PURPOSE**

The Community Centre Manager will play a key role in ensuring the management and smooth running of the Culture House. 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.

Working closely with the Operations Manager, other staff, voluntary and commercial sector organisations, the Manager will work to ensure the Centre is a vibrant, well-managed facility that operates within a sustainable framework for the benefit of service users and organisations.

The Manager will be given a high degree of autonomy and will be self-motivated. The Operations Manager as line manager will support and mentor the new Manager to aid her/him in achieving their full potential within the role.

#### **Main Duties and Responsibilities**

- To be the main point of contact dealing with the daily requirements of the centre.
- To manage the operations of the Centre and its staff in accordance with the parameters of and under the direction set by the Operations Manager
- To develop and implement procedures for the effective management of Centre users and volunteers.
- To actively promote centre hire and to maintain and develop positive relationships with hirers, to encourage continuity and new bookings.
- To oversee all bookings, short, one-offs or long term and to ensure the centre bookings electronic diaries are kept up to date.
- Respond to comments and queries in a timely manner.
- To contribute to the strategic development of the centre providing ideas, input.
- To develop services and facilities in accordance with the aims of the Anti-Tribalism Movement.
- To develop close working relationships with local partners, particularly clients with whom we are seeking to have a Strategic Partnership

Agreement in place; to seek compatibility of activities and delivery of innovative joint ventures.

- To maintain and develop operational policies and procedures to ensure the centre is fully compliant with all legal requirements, including health and safety, and that they are regularly reviewed.
- To seek and develop opportunities for community engagement.
- To encourage local services and activities to be run from the Centre, for example, open days, social events, public meetings, advice services and training/classes.
- To be welcoming and inclusive to a diverse and range of centre users.
- To develop the services and facilities of the Centre in a strategic manner.
- To ensure the Centre has an up to date User Induction Pack and procedures for using the Centre.
- To oversee and take a key role in external funding opportunities.
- To maintain an overview of the financial position of the Centre, utilising appropriate tools (including Quickbooks) and providing reports to Trustees when required.
- Ensure the centre is promoted through our social and traditional media e.g. the website, twitter, blogs, programmes, and newsletters
- To liaise with all staff and users to ensure the smooth running of the Centre and its activities.
- To ensure that the building is suitably maintained through cleaning and maintenance programmes and external service contracts.
- Responsibility for health and safety and security in the building.
- To develop and implement constructive working relationships with user groups and volunteers so as to enhance the services provided and to deliver improvements to the Centre.
- To set appropriate hire charges and terms and conditions of hire in consultation with the Operations Manager and Trustees, and to ensure that services provided by hirers are compatible with the terms of their hire.
- To prepare reports for and attend all Anti-Tribalism Movement Trustee and annual general meetings.

### **Personal Qualities**

The centre 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. 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, clients and partners.

### **Skills and Ability**

- Proven experience in the voluntary sector and community development
- A professional attitude and approach to the management of the Centre
- Excellent written and verbal communication skills
- Customer service skills

- Confident, self-motivated, innovative and able to work under pressure
- Good team leadership skills with the ability to develop and support all members of the team
- Able to prioritise work and demands
- Able to work collaboratively
- Understanding of financial budgets
- Able to work flexible hours when required

### **Education and Training**

- Preferably educated to degree or equivalent, with supporting evidence of relevant continuing professional development.
- Computer literate with a working knowledge of Word and Excel, and preferably Quickbooks, although training in this area will be provided if required.

### **Other Details**

- Consent to an enhanced DBS disclosure
- Holiday entitlement is 25 days plus Bank Holidays.
- There will be a three-month probationary period.
- Relevant training opportunities will be offered and the Manager will be expected to attend both internal and external training as required.
- Ability to use social media to promote the services of the Centre

Please send your latest CV and a cover letter explaining your suitability for this role to [info@theatm.org](mailto:info@theatm.org) by **15<sup>st</sup> May 2020**

More information regarding the work of Anti-Tribalism Movement and our current programs, please visit [www.theatm.org](http://www.theatm.org)