

Job description

Centre Manager

January 2017



Overview

1. Context

- 1.1. Totnes Community Development Society is an Industrial Provident Society for the Benefit of the Community (TCDS). TCDS works for the benefit of the Totnes and the surrounding environs to develop and sustain assets for the benefit of the community.
- 1.2. TCDS is the facilitator of Atmos Totnes, sole Trustee of the Mansion and works in partnership with a range of other organisations to both support third party development of assets and services or develop the capacity for TCDS to enable that to happen directly.
- 1.3. TCDS is seeking a Centre Manager to run building facilities and outdoor space for which it has responsibility so as to ensure appropriate, safely and sustainably managed space for use by community and visitors.

2. Overview of key responsibilities

- 2.1. The Centre Manager will have responsibility for all aspects of facilities management. This includes, but not exclusively, management of budgets, health and safety processes, communications with a range of users and others within the community, contract management, administration, project development and management.
- 2.2. The post-holder will also have responsibility for ensuring that the systems and structures used to deliver this management are run most effectively across the organisation to meet the objects of TCDS and its subsidiary organisations and in so-doing maximise the benefit to the community.
- 2.3. Specific areas of responsibility are detailed below. Additionally, the Centre Manager may be required to undertake other activities as can be reasonable requested by the Board of Directors in the delivery of the objects of TCDS.

Key responsibilities

3. Management of buildings

- 3.1. Overall management of all administrative systems, record keeping and governance processes to aid the effective running of facilities.
- 3.2. Delivery of systems for day-to-day up-keep of spaces inside and outside.
- 3.3. Oversight of routine, planned and preventative maintenance of the building facilities and outdoor space by staff, volunteers or contractors.
- 3.4. Maintaining, monitoring and commissioning work as part of cyclic or needs based repair and refurbishment.

- 3.5. Manage and update a register of risk for facilities and update on this to the TCDS Board of Directors regularly.
- 3.6. Ensuring that building users are kept appropriately abreast of processes and procedures for routine and ad hoc maintenance.
- 3.7. Supporting all facilities users to work in a truly collaborative way in order to ensure that building facilities can run in the most effective way for the benefit of the community.

4. Health and Safety

- 4.1. Managing and monitoring all aspects of health and safety in the jurisdiction of buildings and outside spaces as required by regulation or good practice.
- 4.2. Commissioning and contracting routine or additional work to ensure processes and procedures are in place and effective for safe running of building facilities and outside space.
- 4.3. Reporting issues to the Board of Directors in real time, and to any other agency or institution as required
- 4.4. Ensuring that all facilities users are aware of processes and procedures for maintaining health and safety and are clear on their roles and duties within their own activities and to other users.

5. Financial management

- 5.1. Managing budgets for inside and outside space including forecasting, day to day accounting and maintaining tight project, and cross-project budgeting.
- 5.2. Work in partnership with other TCDS members of staff, accountants and contracted services to ensure that financial records are kept up to date and records made to aid end of year reporting for a variety of organisational structures and requirements.
- 5.3. Ensure the timely processing of incoming and outgoing invoices for real-time reporting on financial matters.
- 5.4. Work with other staff, volunteers, contractors and TCDS Board of Directors to fundraise for activities and capital investment into facilities and report on such spending both directly to funders and through annual reporting mechanisms managed by the Board of Directors.
- 5.5. Report on financial matters to Board of Directors regularly for effective and diligent running of TCDS and its subsidiaries.

6. Management of staff and volunteers

- 6.1. Manage the role of Centre Receptionist and ensure that they are able to conduct their tasks effectively with support and within the bounds of their contract.
- 6.2. Establish and manage systems for the participation of volunteers in activities within TCDS in partnership with other members of staff and TCDS Board of Directors.
- 6.3. Ensure that staff and volunteers are able to work collaboratively with each other and with users of the facilities, and can do so in a safe and constructive way.

7. Communications and engagement

- 7.1. Oversee engagement activities around developing both use and effective capacity of facilities for the people of Totnes and the surrounds.

- 7.2. Work in collaboration with other members of staff and contractors to establish marketing of facilities and good, serviced channels of communication about activities, events and facilities available.
- 7.3. Capture the details of people using, interested and engaged with the facilities to allow appropriate and effective communication and in accordance with Data Protection laws and good practice.
- 7.4. Deal with communications issues internally and externally promptly and constructively, with the support of the Board of Directors where appropriate.

Working arrangements

8. Hours of work

- 8.1. The primary location for work will be the Mansion, Fore Street, Totnes TQ9 5RP. However, the post-holder may be required to work in other locations within Totnes and surrounds to deliver the role.
- 8.2. Hours of work will be 37.5 hours a week (as FTE) and will vary as to which days of the week these are allocated by rota.
- 8.3. The salary will be £25,000 per annum as FTE plus employer's pension contribution.
- 8.4. Time off in lieu (TOIL) will be available relating to hours worked in addition to those contracted. However, these must be agreed in advance by the Board of Directors of TCDS in advance of additional hours being accrued and in-line with TCDS human resources policies.
- 8.5. As responsibilities for facilities management crosses a number of hours the Centre Manager will be responsible for ensuring appropriate levels of staffing or contractor cover to enable smooth and safe running of facilities. The post holder themselves will be expected to participate fairly in the allocation of weekend and out of hours duties alongside other team members.
- 8.6. Hours worked will be logged by the post-holder, and it is their responsibility to submit these and reports on hours worked by members of staff to the Board of Directors of TCDS within the monthly reporting structure.
- 8.7. Holiday will be at 25 days per annum, calculated and accrued on a monthly basis with not greater than 15 days (excluding weekends) being taken for leave consecutively. Approval of leave will be taken by the Board of Directors.

9. Reporting

- 9.1. This role reports directly to the Chair of the Board of Directors of Totnes Community Development Society. In addition to working in direct contact, and with the support of Board of Directors as required, the post holder will be expected to make monthly reports to the Board including:
 - Standard and exceptional activities within Centres
 - Problems raised and/or dealt with
 - Income, expenditure and updated forecasting
 - Updated risk analysis for centres
 - Any other matters or project updates as pertain to the role or activities of TCDS
- 9.2. The post holder may be required to attend Board meetings to supplement these updates or provide opportunity to discuss any practical or strategic matters as the

Board sees fit in meeting the objectives of TCDS or any of its subsidiary organisations.

9.3. The post holder will be expected to work with others within the TCDS Board of Directors and any other executive staff or contractors to assessable material required for regulatory reporting on a range of matters.

Person specification

Required experience	Facilities management preferable within listed buildings
	Working within or with not-for-profit organisations, ideally including within communities
	Effective working with a range of institutions and individuals and demonstrable experience in collaborative working alongside project management
	Working with complex delivery of projects and budgets to drive efficiency
	Contracting and managing commissioned service delivery
	Risk management, problem solving and formal reporting
	Fundraising for revenue and/or capital funding
	A working understanding and knowledge of health and safety processes and procedures in the context of project management
	Managing staff and/or volunteers
Required skills	Effective project management
	Ability to maintain detailed financial management across a range of budget areas
	Ability to keep up to up to date records on all aspects of business management
	Ability to work collaboratively and engage others in both routine and exceptional activities to aid effective running of projects
	Computer literacy including excel and accountancy software
	Effective communications with a range of audiences and the ability to work and facilitate others to work collaboratively
	Ability to synthesise information for formal reporting including that required by charity law