

THE PIONEER GROUP
Compass Support Services

Job Description
Community Centre Manager Falcon Lodge
Grade 4
(3 year fixed term contract)

Team/Department	Community Facilities/Compass Support
Responsible to	Facilities Manager
Responsible for	n/a
Job purpose	To be responsible for the day to day management of The Lodge Community hub. To be pro-active in developing the facility as a financially viable community hub delivering a range of support services and community activities. Work with volunteers and local groups to develop activities and services within the centre.
Working environment	37 hours per week, including regular evening and some weekend work to suit the needs of the centre.

KEY TASKS AND OUTCOMES

1. Customer focus

- To provide an efficient service for both internal customers, service users and visitors to the Hub.
- Involve stakeholders in project development and activities
- Identify future services in consultation with service-users, local residents and other stakeholders
- Identify and respond to local needs; developing new initiatives/activities and securing relevant resources to enable implementation
- Develop positive relationships within the community with a range of stakeholders

2. Staff and Performance Management

- Actively participate in regular one-to-one supervision with line manager and in The Pioneer Group's Performance Review Scheme.
- Maximise the use of volunteers in the daily operations of the centre.
- Support and development of staff and volunteers, with lead officer responsibility where required.
- Manage own workload to ensure deadlines are met and in particular be able to work on own initiative

3. Leading and managing services

- Be responsible for the day to day management of the Hub.
- Be responsible for all monitoring requirements in line with contracts for funding and Compass Support performance monitoring in relation to the Hub.

- Actively promote/market The Lodge community Hub, to lead and be responsible for promotional material relating to The Hub and develop of a local marketing plan including updating of social media.
- Provide practical input and advice on the use and good management of the centre.

4. Developing Services

- Lead and manage the development of a diverse programme of activities within the building, identifying any new opportunities and securing new services
- To pro-actively lead on the implementation of the Compass Support strategy, including applying for external funding overseeing project delivery.
- In response to community need, work with volunteers, local groups, organisations, statutory agencies and others to develop activities and services within the centre for community action and expression.

5. Working with others

- To represent Compass Support in community development networks, raising the potential for the centre to host activities that align with the Falcon Lodge Community Plan.
- Ensure community interests are represented at every stage and level of activity and development, carrying out consultation exercises as required.
- Establish and maintain effective communication with residents, stakeholders and external agencies to establish opportunities and collaborative working

6. Resource management and budgetary control

- Maintain constant awareness of the necessity to successfully generate income and prioritise use of time accordingly.
- Work to agreed income targets for room hire/funding
- Responsible for the day-to-day financial management of the community Hub
- Maintain and develop appropriate records and administrative systems to facilitate the efficient and effective management of the Centre and its program.
- Maintain appropriate and accurate records, (including financial and statistical) regarding use of the building.
- Prepare reports and accounts as required for line manager or funders.
- Identify funding opportunities and complete bids to develop Compass Support's objectives

7. Health and safety

- Ensure high standards are maintained regarding safeguarding, equal opportunities, health and safety.
- Complete regular health and safety checks of the centre to ensure compliance with statutory health and safety regulations

8. Other

- Be responsible for the opening and closing of the building when required
- To undertake any other reasonable duties as required by The Pioneer Group.

Person Specification

Community Centre Manager

How do you meet our requirements?

Below you will find the skills, abilities, experience and competencies needed to do the job you are applying for. On your Application Form explain how you meet these requirements.

Only write about the categories that are being assessed on the Application Form.

Relevant Job Competencies	How this is assessed
<p>Core Pioneer Group:</p> <p>Customer Focus This competency is about putting customers and communities at the heart of the business and being eager to provide excellent service. It is about working to meet and exceed customer needs and look after their interests, whether those customers are internal or external customers</p> <p>Taking Ownership This competency is about demonstrating readiness to take responsibility for making decisions, seizing the initiative and taking action to benefit the business</p> <p>Getting things Done This is about setting clear, realistic and challenging goals and objectives for yourself and others, then focusing your energy into striving to achieve them within agreed deadlines.</p>	<p>Application Form Interview Assessment Probation Performance Review</p>
<p>Additional KEY <u>Level 2</u> Competencies</p>	
<p>2. Commercial awareness This is about thinking about the relationship between efficiency and risk. The ability to think through the relationships between service, cost, risk and value in order to minimise exposure while pursuing commercial return.</p>	<p>Application Form Interview Assessment Probation Performance Review</p>
<p>4. Influencing This is about influencing others by using a range of communication styles tailored to the audience. It is about consciously considering differing forms and sources of communication and influencing and choosing appropriate strategies to deliver impact.</p>	<p>Application Form Interview Assessment Probation Performance Review</p>
<p>6. Resilience This is about remaining calm and bounce back after setbacks. Being tough and robust in the face of challenges to deliver your own and the business objectives.</p>	<p>Application Form Interview Assessment Probation Performance Review</p>
<p>Skills, abilities and experience</p>	
<p>Essential Criteria You must have the following</p>	<p>How this is</p>

		assessed
1.	Experience <ul style="list-style-type: none"> • A proven commitment to meeting the needs of a local community • Experience of managing finance and admin systems • Experience of generating income/funding • Experience of managing a budget • Working knowledge of health and safety legislation • Experience in a customer services role 	Application Form Interview Assessment
2.	Skills and abilities <ul style="list-style-type: none"> • Office skills – you must be able to use Microsoft office package including, word, excel, outlook and publisher. • Self motivated and able to work on own initiative • Identifies and implements innovative approaches to communicate with stakeholders • Able to manage and respond to challenging situations • Ability to communicate orally and in writing and to adapt style to meet need of recipient • Able to use a range of engagement methods that reflect different customers • Ability to chair/facilitate meetings with service users • Able to produce marketing materials in a range of formats • Time management and organisational skills. • A solutions person. We need someone creative who can find ways to make things work. 	Application Form Interview Assessment
3.	Knowledge <ul style="list-style-type: none"> • Knowledge and experience of project management • Experience of influence and negotiation • Experience of undertaking consultation with a range of stakeholders using a variety of methods • Able to Works independently and show initiative in responding to issues that arise 	Application Form Interview Assessment
4.	Qualifications <ul style="list-style-type: none"> • Good basic standard of education is essential 	Application Form Qualification Certificates
	Other Ability and willingness to work flexibly to meet needs of the service with occasional weekend and evening working You will have demonstrable experience of working with partners to deliver better outcomes for communities.	Application form/interview
Desirable		
1.	Previous experience of managing a community centre	Application form
2.	Previous experience of project management that included both people, premises in the third sector.	Application form/interview

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