JOB DESCRIPTION

Job title	Community Centre Manager
Salary	£15 per hour
No. of hours per week	15 (flexible hours between Monday and Sunday)
Place of work	Forest Park Community Centre

KEY OBJECTIVES OF ROLE

The post holder is responsible for the day-to-day operations of The Forest Park Community Centre and all its activities, reporting to the Chair of Forest Park Community Association

The roles key objectives are:

1. be the main point of contact for all users and potential hirers.
2. provide efficient administration to ensure the smooth running of the centre facilities and all its bookings.
3. lead on the development of new bookings and community activities
4. manage the centre website and lead on marketing and publicity.

DAILY & MONTHLY RESPONSIBILITIES

Administration

1. Respond and process all enquiries received via web site, phone, email or in person.
2. Process new booking requests – initial assessment, confirmation, and follow up with hirers and arrange viewings of the centre if required.
3. Manage regular bookings – updating calendar, creating, and preparing invoices, chasing payments, as necessary.
4. Ensuring all hirers have relevant insurances and DBS checks where necessary.
5. Produce a centre manager report in advance of all committee meetings and submit to the secretary of Forest Park Community Association
6. Promote the community centre and all its activities using the website, social media, and other publications.
7. Develop and support opportunities for new activities with regular engagement with the local community.
8. Take pride in the centre, keeping it presentable and all notice boards up to date and tidy.

Health & Safety

1. Conduct routine tests for: fire alarm; emergency lights; fire extinguisher, fire blankets, and similar tasks. Recording all actions as appropriate and reporting issues or concerns
2. Ensure hirers complete risk assessments, as necessary.
3. Ensure hirers conduct six monthly fire drills.
4. Review and update centre risk assessments where and when necessary.
5. Ensure compliance with all Forest Park Community Association policies and procedures particularly fire regulations and Health & Safety requirements.

Financial

1. Prepare and issue invoice instructions to Bookkeeper or to user groups and ad-hoc hirers (monthly for regular users).
2. Make any necessary payments from the centre's debit card as agreed with Forest Park Community Association and in line with their Finance Policy
3. Assist the Treasurer with a monthly report of income and receipts, or changes in bookings and present the report at committee meetings.

Staff management

1. The postholder will be required to line manage caretaking /cleaning staff. They will be required to consult with and be a point of contact for volunteer key holders and volunteers supporting centre activities.

Facilities management

1. Coordinate volunteers and paid staff to open/close the centre for occasional parties and events.
2. Coordinate planned maintenance visits with Bracknell Forest Council and other contractors (e.g. intruder alarms; fire extinguishers; roller shutters; emergency lighting technicians etc)
3. Report any reactive maintenance required to Bracknell Forest Council using the online reporting system, notifying the committee via a quarterly report for non-urgent issues.

Other

1. Other duties as may be required by the committee.

SCOPE OF ROLE

Significant frequent contact with residents, members of the public and centre users as well as contractors and volunteers. This will involve managing expectations and potential conflict and working with a diverse range of people where sensitivity is required.

As the centre hosts activities for children and vulnerable adults, strict adherence to safeguarding procedures is essential.

The postholder will be expected to act independently at times without direct supervision and exercise of judgement will be expected.

A commitment to Forest Park Community Association's Equality, Diversity and Inclusion policy and Data Protection Policy

PERSON SPECIFICATION

Key Criteria	Essential	Desirable
Skills & qualifications	• Educated to GCSE level in English and Maths	• Experience within a community centre environment or similar. • Experience in an office environment
Competence summary (knowledge, skills, experience)	• Experience in office administration • Organisational skills and good time management • Attention to detail and adherence to processes. • Good written and verbal communication skills • Confident using Microsoft Office applications, particularly Outlook and Excel • Comfortable with online systems & workflows	• Experience or knowledge of facilities management
Work related personal requirements	• Ability to work independently. • Flexibility and adaptability to a wide range of work requests • Self-directed and uses initiative to deliver work tasks efficiently. • Good interpersonal skills and a positive attitude	
Other work requirements	• Will be required to attend quarterly committee meetings in the evenings and occasional keyholding at evenings and weekends. • Will be required to undertake a basic Disclosure & Barring Service check (DBS)	

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