

## Job Description

<b>Post title:</b>	Centre Manager – Paddock Wood Community
<b>Employed by:</b>	PADDOCK WOOD TOWN COUNCIL
<b>Accountable to:</b>	Town Clerk & Paddock Wood Community Centre Operations Ltd
<b>Responsible for:</b>	Line management and responsibility for caretaking, marketing, and social media activities for the Centre, event management, income generation, security, and smooth operational running of the Centre and related administration.
<b>Hours:</b>	Full time (37 hours) – to include evening and weekend hours
<b>Location:</b>	Paddock Wood Community Centre, Maidstone Road
<b>Salary:</b>	£30,000 pa

### Job Purpose:

You will play a key role in ensuring the management and smooth running of the Community Centre. An important aspect of the job is to develop income by maximising rental income from the Centre as well as identifying new opportunities. You will be effective at marketing, networking, and social media engagement. You will work closely with town council staff and local statutory, voluntary, and commercial sector organisations. You will work to ensure that the Centre is a vibrant, well-managed facility that operates for the benefit of local residents and organisations in the local and wider community.

You will work independently and therefore be self-motivated and will carry out the role with the support of the Town Clerk & Estates Manager.

The main duties and responsibilities of the role are:

- To manage the day-to-day operations of the Centre in accordance with the parameters set by the Community Centre Management Company and under the direction of the Town Clerk & Estates Manager.
- To develop and implement procedures for the effective management of the facilities, staff and contractors.
- To promote the use of the Centre by developing and maintaining the Centre's website and Facebook pages and any other social media. Maximising publicity by preparing, in consultation with the Management Company, press releases and newsletter articles
- To develop services in accordance with the aims and objectives of the Management Company.
- To develop close working relationships within the community to seek delivery of activities and innovative joint ventures.
- To promote the use of the Centre, For example for social events, business meetings & conferences, and community activities.
- To encourage the development of services and facilities to meet the needs of the users.

- To administer the booking system, hire charges and terms and conditions of hire as resolved by the Community Centre Management Company
- To develop an up-to-date hirer Induction Pack and procedures for using the Centre
- documentation.
- To investigate and apply for relevant external funding and grants to enhance the facility and if appropriate to also provide subsidised community events.
- To maintain an overview of the premises maintenance and complete necessary returns and reports to statutory bodies - in conjunction with the Management Company policies and regulation.
- To liaise with all stakeholders and staff to ensure the smooth running of the Centre and its activities.
- To be responsible for health and safety in the building and, in conjunction with the Management Company to make sure the building is always safe and secure by ensuring that minor defects are rectified, and major ones are reported to the Management Company
- To ensure that all pertinent licenses and statutory regulatory requirements for public buildings are maintained.
- To meet income targets for bookings and to escalate any potential gaps in income generation to the Management Company.
- To ensure all events and activities scheduled in the centre are booked, set up and run smoothly with the required equipment available.
- Capture regular feedback from event bookers/users of to seek to improve the services offered.
- To ensure any equipment required for the Centre (to ensure diverse spectrum of events) is purchased and catalogued and to maintain a register of assets.
- Attend Management Company meetings as required.
- Support the Management Company in preparation of the Centre budget.
- Any other reasonable duties as may be required.

(NOTE: as this is a new community centre the job description will be reviewed after 6 months and amended as required)

## Person Specification

The post holder must meet the following essential skills and qualifications and should be able to demonstrate some of the desirable qualities and work towards meeting other desirable attributes whilst in the role.

Factors	Description	Essential	Desirable	Assessment
<b>Qualifications/Training</b>	• Education to a Degree Level or Equivalent		√	A/C
	• Minimum of three years in a management role	√		A/C
	• Additional training relevant to role		√	A/C
<b>Experience</b>	• Previous experience of managing services/teams	√		A/I
	• Building positive working relationship with all stakeholders	√		A/I
	• Marketing services both in person and digitally to maximise income	√		A/I
	• Managing complaints and incidents.		√	A/I
	• Meeting financial and key performance indicators	√		A/I
	• Managing correspondence and maintaining records	√		A/I
	• Managing a multi-use facility		√	A/I
	<b>Knowledge &amp; skills</b>	• Understanding of the services provided for communities	√	
• Wider knowledge and understanding of local authority structures			√	A/I
• Innovative & astute, driving to achieve desired outcomes		√		A/I
• Good knowledge & skills with Microsoft and other IT packages		√		A/I/T
• Knowledge and skills associated with website management		√		A/I
• Excellent time management skills with the ability to work at a fast pace with changing priorities.		√		A/I/T
• Knowledge of requirements of data protection/UK GDPR			√	A/I
• Commitment to equality and diversity in all aspects of the role		√		A/I
• Commitment to delivery of excellent customer care		√		A/I

<b>Communication skills</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>• Highly motivated with good negotiation and persuasion skills and an ability to develop and maintain constructive working relationships</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>• Report writing &amp; presentation skills to communicate with the Board, staff and residents</li> </ul>	√		A/I/T
	<ul style="list-style-type: none"> <li>• Ability to deliver training to new staff</li> </ul>		√	A/I
<b>Autonomy</b>	<ul style="list-style-type: none"> <li>• Manage own and other workloads, making informed decisions in the absence of required information, working to tight and often changing timescales</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>• Ability to make decisions autonomously, when required, on difficult issues and deal with conflict</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>• Able to recognise and manage complex and sensitive issue maintaining confidentiality</li> </ul>			
<p><b>*Assessment will take place with reference to the following information</b></p> <p><b>A=Application form                  I=Interview                  T=Test                  C=Certificate</b></p>				