



Tarling Road Community Hub – Centre Manager

Job Description and Person Specification

Location:	Tarling Road Community Hub, East Finchley
Responsible to:	Director of Operations
Responsible for:	Tarling Road Community Hub Centre/ Reception Staff
Annual leave:	33 days per annum including public holidays
Other Benefits:	Contributory pension scheme, interest free season ticket loan after six months and confidential telephone counselling service
Salary:	£32,807
Hours:	35 hours per week, flexible with some late evening hours and weekends

Job Purpose

The Community Hub/Centre Manager is a new position that will be responsible for overall delivery of managing an innovative community hub in East Finchley. 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. The Centre Manager will work to ensure the Hub is a vibrant, well-managed facility that operates within a sustainable framework for the benefit of local residents and organisations. The Centre Manager will be given a high degree of autonomy and will be self-motivated.

Job Context:

The Tarling Road Community Hub [TRCH] is an exciting new venture for City YMCA, London and our Mission is to Help Communities to Build a Future through participation, consultation, involvement and informed leadership. Our Vision is that TRCH is at the heart of the community providing a sustainable, secure, culturally diverse and accessible space that it is valued and supported by the local community, Council and other key stakeholders. TRCH will actively promote, enable, facilitate activities which enhance provisions for the local community; embrace education, training, wellbeing, employment, social, cultural and recreational needs of the local community.

Duties and responsibilities:

Income Maximisation

- Efficiently manage space allocated to anchor tenants to ensure continued rental;
- To set appropriate hire charges and terms and conditions of hire in consultation with London Borough of Barnet.
- Ensure rental income from room hire is maximised through effective marketing plan.
- Prepare and present annual income generation forecasts, supported by monthly and quarterly monitoring and evaluation data.

Operational Management

- To comply with and implement City YMCA's Health and Safety, Safeguarding and GDPR policies, including training staff, conducting inspections and risk assessments and reporting concerns.
- To use existing processes and procedures for the effective management of Centre staff, (including 1-2-1s and Annual Reviews) Lease holders, centre users and volunteers and to adapt where appropriate.
- To have overall responsibility for the security of the TRCH, including building access control, CCTV and ensuring that safety procedures are followed for lone working (i.e. Sky Guard devices are used, etc.).
- To manage various contracts relating to the effective and efficient management of TRCH, liaising with Barnet and other Contractors and other service users within the contract
- To make recommendations of improvements and extensions to the services provided, including new business or project opportunities.
- Ensure that information and communications technology is used to maximise the smooth running of services, working in collaboration with Property & Facilities Manager to identify improvements.
- To work with Barnet Council 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 familiar and compliant with the contract with Barnet Council.

Reception Operations

- Through effective line management, maintain high standards of customer care in all customer-facing interactions, ensuring the complaint process is followed efficiently.
- Establish and maintain clear operating systems for room hire and online booking and payment systems.
- Ensure that all databases and records are kept up-to-date and that information is input in a timely and accurate manner.
- Manage the staff team, and rotas, to ensure that TRCH operates a seven [7] days a week service for lease holders and room hirers.

Regulatory Standards and Compliance

- To ensure safeguarding matters are appropriately managed in accordance with Safeguarding Policy and Procedure for the site; liaising with City YMCA's Safeguarding Officer.
- To ensure adequate Safeguarding training is provided to staff and volunteers of City YMCA, London.
- To ensure that the building is suitably maintained through cleaning and maintenance programmes and external service contracts. Maintaining SLAs, with ongoing monitoring and reviewing.

Other

- To represent City YMCA at relevant external forums in consultation with the department director.
- To participate in the annual budget preparation, drawing attention to significant changes, new items and cost saving opportunities.
- Ensure monitoring, evaluation and quarterly reports are prepared using templates in a timely and professional manner.
- To undertake other activities commensurate with grade and status.
- Being a Key holder for emergency and call outs
 - Dealing with light portering (room set up and cleaning away) and incidents that may arise.

Scope and limits of authority

- Manage the Tarling Road Community Hub budget and income.

General

- Maintain a thorough knowledge of City YMCA London's Code of Conduct, Finance Policies and Procedures and Human Resources Policies and Procedures and act within them at all times.
- Ensure that all sections of the local community are given appropriate opportunities to participate in the work of City YMCA.
- You may be required to participate in a number of local steering groups and forums throughout the year, which may involve working in the evenings or maybe even during the weekend as part of a steering group.

TRCH Person Specification

Knowledge and Qualifications	
Preferably educated to A-level or equivalent, with supporting evidence of relevant continuing professional development. e.g Business and Finance	Desirable
Has a current First Aid Qualification.	Desirable
Has knowledge of local need and demographics of Barnet.	Essential
Computer literate with a working knowledge of Microsoft Office.	Essential
Recognises the importance of developing the active involvement of the local community and business people and can demonstrate how this may be achieved.	Desirable
Experience	
Has an understanding of managing a building with lettings.	Essential
A minimum of two years' experience of managing staff and volunteers.	Essential
Has experience of managing budgets.	Essential
Experience of meeting performance standards and key performance indicators.	Essential
Skills and Abilities	
Staff management – to be a highly effective, enabling manager with the ability to develop staff to maximise potential and derive up personal performance.	Essential
The ability to prioritise and organise workload for self and the team and work well under pressure.	Essential
Excellent written and verbal communication skills with the ability to produce timely and accurate reports in line with deadlines.	Essential
Excellent analytical and problem solving skills with a solution focused approach.	Essential
Willingness to work flexibly in response to changing organisational requirements.	Essential
Relationship Building – ability to develop and maintain constructive relationships with key internal and external stakeholders.	Essential
Can demonstrate the ability to deliver work according to planned goals and targets.	Essential
A commitment to equal opportunities in service delivery and diversity in employment practices.	Essential
Understands and works towards the Mission and Vision of City YMCA.	Essential