



POST: Centre Manager
SALARY: £28,500
REPORTS TO: Centre Services Manager

MAIN PURPOSE OF JOB

Responsible for running our centre on a daily basis, coordinating our 'Drop In' services for women, facilities and office management, health and safety, and line management of facilities staff

MAIN DUTIES AND RESPONSIBILITIES

1. Coordinate the daily drop-in planning in terms of activities, staffing and incident preparedness
2. Coordinate the activities rota, ensuring at least one activity per day
3. Coordinate external activities providers and partner agencies providing satellite services at the centre
4. With the Centre Services Manager and the Volunteer Coordinator ensure effective supervision of activities-based volunteers and therapy-providers
5. Monitor and get feedback on activities and therapies
6. Responsible for ensuring that daily debriefs and weekly handover meetings take place and any subsequent actions are carried out

Building and facilities management

1. Ensure the centre is presented in a clean and safe state, for use by staff, volunteers, residents, visitors and women
2. Coordinate the annual maintenance and cleaning schedule & liaise with contractors to ensure works take place
3. Oversee the effective use of the buildings rooms and storage systems.
4. Ensure a stock control system for all cleaning supplies is in place and that supplies are ordered in good time
5. Maintain and check stock for the kitchen and ensure supplies are ordered as needed
6. Ensure the hygiene, health and safety of the kitchen
7. Ensure any reported damage, breakages, or other repair requirements are responded to
8. Ensure water safety tasks are completed and recorded
9. Ensure fire exits are kept clear and all fire safety precautions are observed
10. Act as the office manager, undertaking relevant tasks including:
 - Managing office re-organisations
 - maintenance of office filing and archive systems
 - Coordinating room bookings
 - Receiving & distributing incoming post
 - Maintaining the stationery supplies, checking stock and ordering as required
11. Liaise with the Finance and Operations Manager and the property's landlord on any building issues that arise
12. Ensure building security is maintained
13. Manage office re-organisations

Client support

14. Coordinate and support the delivery of daily services to women accessing the centre

15. Oversee the provision of a clothing store accessible to clients
16. Ensure cover for the kitchen is in place to support the provision of food for our daily opening
17. Maintain emergency supplies of food parcels and toiletries to be readily available for support workers to give out to service users
18. Work with the whole staff team to ensure a high level of service provision for our service users
19. Attend and participate in staff meetings, debriefings, handovers and training as required
20. Report any concerns about service users to the Advocacy and Support Team staff

Health & Safety

21. Work with the Centre Services Manager and Advocacy and Support Team to ensure appropriate safety measures are in place and followed when women access services
22. Respond as appropriate to emergencies and incidents, acting as a point of coordination when required
23. With the Centre Services Manager and Finance and Operations Manager, conduct an annual organisational health & safety risk assessment and ensure actions are followed up and appropriate paper work is submitted for Trustees
24. Coordinate fire safety procedures, including the annual risk assessment (with the Centre Services Manager and Finance and Operations Manager), regular fire drills, annual fire warden training
25. Coordinate first aid provision, including staff training, an annual needs assessment, and equipment provision
26. Ensure risk assessments, safety measures, and training are kept up to date for manual handling, COSHH and display screen equipment
27. Maintain an accident register, ensuring all accidents and near misses are recorded, and report to RIDDOR if necessary
28. Review Health & Safety policies and procedures as scheduled or necessary, and ensure the organisation is following legal requirements
29. Ensure that sharps and other hazardous waste or spills are managed effectively and safely

Staff Management and Team-working

30. Line-manage facilities staff, including regular supervisions and annual appraisals
31. Supervise centre volunteers
32. Lead and participate in team meetings as required
33. Undertake recruitment of new staff and ensure they are inducted appropriately
34. Take responsibility for individual and operational aims and objectives to ensure a cohesive and professional working environment at all times
35. Participate as required in strategic planning efforts
36. Provide general office cover during the absence of the Finance and Operations Manager (for example payment of volunteer expenses) as needed and in line with the level of the role
37. The post holder may be required to perform other duties commensurate with their role and abilities, as reasonably required, to facilitate the smooth running of the charity

Other information

w@w is a dynamic charity, therefore changes in the core duties and responsibilities of the role may evolve as the organisation develops. These guidelines are not a term or condition of contract.

Each post holder is expected to contribute to their own professional development which includes regular supervision, self-appraisal and participation in training and development opportunities.

We expect all staff to abide by w@w's equal opportunities policy and to share our organisational values and behave in a way that reflects these.

THIS POST IS EXEMPT UNDER THE EQUALITY ACT 2010 SCHEDULE 9, PART 1 APPLICATION OPEN TO WOMEN ONLY

PERSON SPECIFICATION

- A. Experience of office and facilities management
- B. Good IT skills, including word processing, spreadsheets, diary management
- C. Experience of working in an environment with a chaotic client group with challenging behaviours (desirable)
- D. Knowledge of, or willingness to develop knowledge of, health & safety legislation and experience implementing health & safety policies & procedures.
- E. Knowledge of food hygiene legislation and experience of implementing it
- F. Experience of supervising staff and leading a small team
- G. Good problem-solving and organisational skills
- H. Self-motivating, with initiative and drive.
- I. Open, flexible, friendly and enthusiastic disposition and a team player
- J. Willingness to work flexibly in response to changing organisational requirements
- K. A thorough understanding of the principles of cleanliness, hygiene and infection control
- L. A high level of attention to detail
- M. Ability to draft and manage rotas for a diverse staff team
- N. Creative with the ability to plan creative and other activities, with the capacity to safely plan events within the centre and externally desirable
- O. Ability to work under pressure and manage time effectively, prioritising different areas of work according to need
- P. Experience of creating systems for organising, logistics and forward planning
- Q. Experience of menu planning and cooking for large numbers of people desirable but not essential.