



31 Wren Road, Oxford OX2 7SX

JOB DESCRIPTION: CENTRE MANAGER

- 1. JOB TITLE:** Centre Manager

- 2. RESPONSIBLE TO:**
 - (a) The Trustees of Cotteslowe Community Association ('the Association').
 - (b) Line Manager: The Chair of Trustees or such other person as the Trustees may designate.

- 3. RESPONSIBLE FOR:**
 - (a) Helping the Association to achieve its aims and objectives, particularly those concerned with meeting the recreational, educational and social needs of the community it serves, as specified in its constitution.
 - (b) All paid staff, volunteers, the premises and all resources of the Association.

- 4. LOCATION OF THE WORK:**

Based at the Cotteslowe Community Centre, Wren Road, Oxford ('the Centre').

- 5. KEY TASKS:**
 - (a) *Organisation and Management.*
 - (i) Organise and administer the affairs of the Association efficiently and effectively on a day-to-day basis;
 - (ii) Implement the policies of the Association, including those on equal opportunities, safeguarding children and vulnerable adults and health and safety;
 - (iii) Ensure that a warm and welcoming response is made to all callers and that the Community Centre is a friendly, welcoming place;
 - (iv) Supervise the work of all support staff and ensure they adequately perform the functions for which they are engaged;
 - (v) Open mail and respond to telephone calls, mail and emails;
 - (vi) Attend regular trustees meetings and report to the trustees;
 - (vii) Seek to develop friendly contact with groups, organisations and individuals within the Centre, the Association and the area.

(b) *Development*

- (i) Help to keep the Association informed as to the needs of the community it serves;
- (ii) Liaise with the City and County Councils and other partners, including Cutteslowe Primary School, Wolvercote Young people's Club and other local and national organisations;
- (iii) Promote the use of the Centre and encourage the formation of new groups which meet recreational, educational and/or social needs;
- (iv) Help the Association to find, train and develop volunteers to assist in its work.

(c) *Administration*

- (i) Maintain an effective system of administration;
- (ii) Be responsible for efficient management of IT resources, records and physical and electronic files;
- (iii) Take primary responsibility for monitoring and evaluating activities of the Association and reporting to funding bodies;
- (iv) Ensure that regulations connected with such licences as the Association holds are adhered to, and that all such licences are kept up to date.

(d) *Professional Development*

- (i) Participate in staff development seminars, courses, etc. as appropriate;

6. PAY AND BENEFITS:

£14,594 - £15,560 (pro rata of £26,999 - £28,785) per annum for 20 hours per week.
Holiday entitlement: 112 hours of holiday per annum, including public holidays.

7. HOURS OF WORK:

20 hours per week, 9am to 1pm Monday to Friday; times to be flexible according to operational needs.

8. PENSION SCHEME:

The CCA operates the NEST Workplace Pensions scheme*.

NOTE ABOUT THE COVID-19 PANDEMIC

The Community Centre was fully closed from the beginning of the national lock-down until September 2020, when it opened for a weekly Food Larder, supporting the local community. It is anticipated that the Centre will open gradually from January 2021 and the new Manager will be closely involved in managing this process safely with practical support from the Trustees.

*<https://www.nestpensions.org.uk/schemeweb/nest.html>

Person Specification - Community Centre Manager

Item	Essential	Desirable	How Measured
Aptitude & Attitude	<p>A commitment to the ethos of the Cutteslowe Community Association, including the principles of Equality & Diversity</p> <p>Excellent organisational skills</p> <p>A positive, constructive approach in dealing with challenges</p> <p>Ability to communicate effectively with Council officers, trustees and all stakeholders.</p> <p>Willingness to engage closely with the local community</p> <p>Enthusiasm and ability to motivate and encourage others.</p> <p>Ability to recruit and work with local volunteers</p> <p>Flexibility and ability to adapt according to changing events</p> <p>Flexibility in terms of working hours</p> <p>Good team worker</p>		Application form / Interview / references
Knowledge and Experience	<p>Experience in managing people and activities</p> <p>Able to understand and record written data and provide written and verbal reports</p> <p>A broad understanding of the challenges facing the Cutteslowe community</p> <p>Excellent literacy, numeracy & IT skills – Word, Excel, internet</p>	web site editing	Application form / references
Customer Orientation	A knowledge and understanding of the significance of the community centre in the local community	To be a local resident	Application form / Interview
Communication Skills	<p>Ability to communicate with a broad range of people both in writing and verbally</p> <p>Ability to communicate in a professional manner yet with sensitivity and understanding</p> <p>Ability to manage and motivate volunteers and workers</p>	Excellent interpersonal skills with individuals and groups	<p>Application form / references</p> <p>Application form / Interview / references</p>