

## Job Advert: Centre Manager

- **Role:** Centre Manager
- **Salary:** £35,000 (depending on experience)
- **Hours:** 35 hours per week
- **Reports to:** Director of Finance & Community Services
- **Location:** Ashford Place, 60 Ashford Road, Cricklewood NW2 6TU (on-site role)

**Expressions of interest:** Closing date 14th February 2025 **Interview Date:** To be confirmed

*We are happy to discuss this job informally and show potential applicants around*

**Job Description & Person Specification:** Please visit our website for more information.

**Application Process:** Applicants must submit a completed Job Application Form, which can be downloaded from our website. While you may send us your CV, completing the application form is mandatory.

**Role Summary:** The Centre Manager will support the senior management team by overseeing the day-to-day operations of the service, including support services, administration, and building management. As a role model, you'll embody the organisation's values. Reporting to the Director of Finance & Community Services, you'll collaborate with stakeholders, ensuring efficient client access to support services and maintaining a best-in-class client experience.

### **Main Responsibilities:**

#### 1. **Strategic Development:**

- Support the Development of a sustainable centre strategy aligned with Trustees' objectives.
- Manage recruitment and HR responsibilities for paid staff.
- Recruit, train, and manage volunteers following national policies.

#### 2. **Centre Operations:**

- Expand centre activities and services.
- Maximise centre capacity for activities and services.
- Cultivate local stakeholder relationships.
- Promote the centre locally and nationally.

#### 3. **Client Services:**

- Ensure a seamless client journey within the centre.
- Address client queries, concerns, and complaints.
- Manage data and service user records according to guidelines.

#### 4. **Operational Excellence:**

- Review processes, policies, and procedures systematically.
- Collaborate with the Senior Management Team for improvements.
- Maintain operational readiness and safety checks.
- Be the first responder for out-of-hours building issues.

#### 5. **Income Generation:**

- Optimise rental and hiring opportunities.
- Form partnerships with organisations across sectors.
- Manage building maintenance and contracts.

#### 6. **Keyholder Role:**

- Ensure timely centre opening and closing.
- Manage supplier relationships and contract costs

**To Be Successful in This Role, You'll Need:**

- **Experience:** First-hand experience organising, delivering, and evaluating support centre activities.
- **Fundraising:** Knowledge of fundraising practices.
- **Community Awareness:** Good understanding of local community needs and demographics.
- **Management Skills:** Experience in line management and building management.
- **Safety Knowledge:** Familiarity with health and safety policies and safeguarding procedures.
- **Empathy:** Exceptional people skills with patience and empathy for vulnerable individuals.
- **Education:** A good standard of education, including proficiency in Maths, English and MS Office
- **Collaboration:** Work with the Senior Management Team (SMT) to maintain the centre's high profile in mental health and wellbeing through events, staff development, and online activities.
- **Cost Management:** Collaborate with the SMT to manage staff costs and ensure practitioners meet performance standards.
- **Staff Coordination:** Oversee staff rotas to meet client needs and optimize therapeutic space.
- **Recruitment Support:** Assist with recruiting additional staff.