

St Werburghs Centre – Centre Director (12 months maternity cover)

Job Description & Person Specification

Hours: 30 hours per week (to include some evenings and weekends)

Salary: between £30,785 (SCP 35) and £33,437 (SCP 38) pro rata, depending on experience

Probationary period: 3 months

Accountable to: Chair, St Werburghs Community Association Board of Trustees

Accountable for: all staff, contractors, project workers and volunteers

Based at: St Werburghs Community Centre, Horley Road, Bristol, BS2 9TJ

1. Overall job purpose

- To manage and develop the St Werburghs Centre in a sustainable and effective way, that will engage with the local community.
- To maintain the Centre's standing in the community, and with key stakeholders including funders and commissioners, members, staff and volunteers.

2. Main duties and responsibilities

Human Resources, Governance and Policy

1. Overall responsibility for the management of all staff, self-employed project workers and volunteers; recruitment, support, training, supervision and personal development.
2. Ensure the Centre operates in accordance with its statutory and contractual commitments, and operates within the Lease and Service Level Agreement between the St Werburghs Community Centre and Bristol City Council.
3. Be responsible for the financial management of the Centre in collaboration with the Finance Coordinator, the Treasurer, and the Board of Trustees.
4. Ensure all policies and procedures that support the operation of the Centre are regularly updated, as and when required, and that all staff are familiar with the policies, procedures and protocols that govern the operation of SWCA and its facilities. Ensure that risk assessments are carried out as appropriate.
5. Deal appropriately with feedback and /or complaints from service users and staff.

Building Maintenance and Operations

6. To oversee the operations and buildings maintenance in accordance and maintenance calendar, ensure the buildings are in good condition and all repairs are carried out professionally and timely by reputable contractors listed in the Maintenance Folder.
7. To manage all office tenancies and ensure full appropriate occupancy of all office spaces and customer satisfaction.
8. To delegate routine building checks and maintenance to caretaking staff in liaison with the Office Manager, as appropriate.
9. To deliver the necessary planned building and outdoor spaces improvements according to the Werbuzz Werbuzz Project plans and funding available.

Fundraising and Delivery of Services

10. Be responsible for and oversee the delivery and evaluation of all project work and funded services delivered by SWCA.
11. Ensure all targets, conditions and monitoring requirements of funding bodies are met, including Bristol City Council Baseline Standards.
12. Ensure sustainability, including preparing key funding bids, of five annual events – Picnic in the Park, Users' Forum - Open Day, Annual General Meeting, Christmas Market and Festive Friends. Seek to maximise opportunities to grow them and build income streams to support their long term sustainability.
13. Achieve organisation's annual fundraising targets in line with the current business plan objectives and timescales (launch of Family Services June 2018).
14. Work with the Office Manager and admin team on marketing the Centre, effectively communicating all relevant information to all sections of the community.

Strategy and Business Plan action

15. Take responsibility to ensure the Centre's sustainability through regular monitoring of income generated by room use, services and fundraising.
16. Support the Board of Directors in carrying out agreed action and business plans to include the physical improvements to our outdoor spaces.
17. Research, compile and launch a business plan to guide the development of comprehensive, sustainable and financially viable Family Services.
18. Establish partnerships and collaborate with local businesses, organisations and individuals to maximise the use of the Centre and meet local needs.

General notes:

1. Your hours of work are to be as agreed with the Chair (your line manager) and a degree of flexibility is essential. You will be required to work some evenings (management committee meetings) and weekends (our events only).
2. In addition to those detailed above, other duties may be undertaken from time to time and the specific duties of the post may change as the post develops. It is a very small staff team and lunch and occasional holiday cover for other team members may be required. You will be expected to co-operate where such changes are reasonable.

3. Responsibilities under Health and Safety

All staff have a responsibility to be aware of, and act upon the Health and Safety policies.

4. Accountability

You are accountable to the St Werburghs Centre Board of Directors for your own performance and that of any staff for whom you are responsible.

You are expected to set the highest personal standards of performance for yourself, and with the support of your line manager, you are responsible for ensuring your own learning and development by way of work-based and /or other methods of study.

Success will be measured through performance against agreed quality indicators and achievement of individual targets within set timescales.

St Werburghs Community Centre is based in east Bristol and serves the local multicultural communities of Ashley, Easton and Lawrence Hill and communities of interest across the city. We accommodate over 77,000 individual visits a year and provide affordable, accessible and welcoming facilities for over 200 member groups, which provide services, classes, training and support groups for local people. Apart from managing the community buildings and room hire, we run regular community events and deliver grant funded services, current to include cooking and gardening courses, activities and events for older people, computer classes, job search support and comprehensive signposting services. We also have five other organisations based at the Centre who are working within the local area.

Person Specification

Essential	Desirable
Experience and knowledge	
Significant experience of all aspects of project management, from inception to completion, including effectively demonstrating impact	Knowledge of the statutory requirements of social enterprise/charity/company etc.
Experience in senior management, business planning and delivery, and operational facilities management	Educated to degree level in a relevant subject
Experience of recruiting, managing and supporting staff, in an equal opportunities environment, including improving and sustaining performance	Knowledge of employment law; up to date training in recruitment practice
Direct experience in successful funding procurement, including writing tenders and grant applications, monitoring and reporting	
Demonstrable and successful experience of overseeing financial management systems including complex funding streams	
Experience of working in a community focused project	Knowledge and understanding of Bristol inner city areas and the multiple and complex needs people have
Skills	
Proficient in ICT; demonstrable experience and proficient command of Word and Excel	Knowledge of Access
First class ability to prioritise and manage a demanding workload, with the initiative to solve problems arising from workload	Ability to work, and concentrate, in a busy, noisy fast pace office environment
Ability to communicate clearly in writing and orally to committees and small meeting	Use of social media and relevant marketing experience
Ability to assimilate and disseminate complex information quickly and clearly	Proven skills in setting up events and meetings
Ability to delegate, and understanding of when to adopt a hands-on approach	
Personal Attributes	
Professional, confident with an entrepreneurial mindset and hands on attitude	Knowledge of local area and community facilities
Strong interpersonal skills: teamwork, approachable, personable, active listening skills	Ability to manage relationships with tact and diplomacy
Reliable, pro-active and self-motivated with the ability to think creatively when problem solving	
Passionate about what the Centre does	

To find out more about St Werburghs Community Centre and the work we do please download the application pack and our Business Plan from our website [**www.stwerburghs.org.uk**](http://www.stwerburghs.org.uk)