

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Centre Manager	PAY BAND:
FUNCTION:	People & Learning – Safer Workplaces	Support Delivering
THE TEAM:	The purpose of the Safety and Workplace Management team is to support the provision of safe and engaging working practices and physical environment for our colleagues, volunteers, partners and young people.	Specialist/Managerial Technical Lead/Function Head Senior Leadership Team














WHERE YOU WILL FIT

Director of People & Learning	Head of Health, Safety and Workplace Management	Head of Centre Management	Centre Manager	Centre Coordinator
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

As the Centre Manager, you will play a vital role in ensuring our centres are safe, welcoming, and fully functional spaces where young people can thrive. Your leadership will directly support our teams in delivering impactful programmes.

WHAT WILL YOU DO?

-  Lead and manage the centre reception and facilities across assigned locations, ensuring smooth daily operations and a welcoming environment for staff, volunteers, and young people.
-  Oversee contractors and suppliers for both hard and soft facilities management (FM), ensuring services are delivered to a high standard. Retender contracts as necessary to maintain cost-effective and quality services.
-  Manage the use of office space, training rooms, and event spaces, coordinating room bookings for both internal and external stakeholders, and supporting external partnership events and VIP visits.
-  Act as the responsible person for health and safety, ensuring compliance with statutory building regulations including fire safety, water management, and asbestos control.
-  Conduct regular risk assessments, ensuring the safety of all who use the centre and managing H&S processes, including training staff on safety protocols.
-  Maintain the security of the centres, including CCTV, door entry systems, and alarm systems, to ensure a secure environment for everyone.
-  Manage the input and tracking of young people's data, ensuring it meets Service Level Agreements (SLAs) and data quality standards. Your accurate data management will directly support our programme delivery teams in achieving positive outcomes for young people.
-  Lead and support the team of Centre Coordinators to ensure they adhere to processes and procedures. Provide coaching and guidance to ensure they can perform their roles effectively.
-  Build and maintain relationships with external partners, suppliers, and contractors, ensuring the centre remains a vibrant and supportive space for staff, volunteers, and young people.
-  Handle complex and sensitive enquiries, resolving issues in a timely and professional manner.
-  Oversee ad-hoc projects, ensuring they are completed efficiently and contribute to the centre's success.
-  Manage the budgeting process for all property-related FM expenditures, monitor costs and ensure resources are used effectively to meet operational needs.
-  Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

THE SKILLS YOU'LL BRING



All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Ability to manage the complexities of inputting and tracking data, producing reports, and supporting Operations with data quality	Accurate and timely young people data is critical for funding contracts and understanding the impact of our work on young people's lives. Your attention to detail helps us improve our programmes and secure future opportunities.
Proven track record of building management including hard and soft facilities using sound management techniques	Effective management of facilities ensures our centres provide safe, welcoming, and functional environments where staff, volunteers, and young people can thrive and focus on positive outcomes.
Ability to review data and information from manuals and reports, make decisions, or seek advice from a technical expert, to resolve issues	Modern buildings are complex and require both construction knowledge and an understanding of specialist systems. By resolving issues effectively, you ensure the safety and usability of our spaces.
Excellent planning and organisational skills and the ability to manage multiple priorities and projects	No day is the same in this dynamic role. Planning and organising multiple tasks ensures that we can swiftly adapt and keep operations running smoothly in support of young people's programmes.
NEBOSH or IOSH H&S qualifications or equivalent experience, along with the ability to undertake the role of 'responsible person' concerning statutory building requirements	Health & Safety compliance is crucial for the well-being of everyone in our centres, ensuring that we meet legal requirements and create a safe environment for staff, volunteers, and young people.
The ability to prioritise work and deal with multiple issues.	This role is dynamic, and priorities can shift quickly. Being able to manage multiple concerns at once while keeping things running smoothly is vital to the success of the centre.
Experience	Why do we need this?
Experience in line management and performance management processes	Strong leadership and performance management are essential to guiding your team and ensuring they provide high-quality support and service to those using the centre, including young people.
Experience in managing relationships with external organisations.	You'll work closely with landlords, suppliers, tenants, and other stakeholders. Effectively managing these relationships ensures our buildings remain operational and support our mission.
Experience in managing contractors on site having a good understanding of CDM Regulations and the ability to assess a contractor's competency to undertake works including assessment of method statements and risk assessments	Contractors are essential for maintaining our centres, but they must be managed safely and efficiently. Your oversight ensures that work is completed to the highest standards without disruption.
Experience in managing property-related budgets.	Managing budgets ensures financial resources are used wisely and in line with our goals. Accurate budget control supports the overall sustainability of the Trust and its services.






WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience in project management in a building/property field including developing specifications and procurement.	Procurement and project management skills help control costs and contribute to smooth operations, allowing us to use resources effectively and maintain safe, functional spaces for young people.
Experience in identifying building defects and finding cost-effective solutions.	Ensuring the safety and usability of our centres requires a proactive approach to maintenance, including quickly identifying issues and finding practical, cost-effective solutions.
Experience in undertaking property surveys to prepare PPM schedules and life cycle costing reports.	This is valuable for long-term budgeting and planning, helping us anticipate and manage future maintenance needs, ultimately supporting smooth operations without affecting our ability to help young people.
Skills & Knowledge	Why do we need this?
Excellent IT skills	Proficiency in Microsoft Office 365, especially Excel, Teams, and Word, is necessary for managing data, reports, and communications efficiently, supporting the team and overall centre operations.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

 <p>Inspiring We lead by example</p>	 <p>Approachable We are open minded and value diversity</p>	 <p>Empowering We enable positive change</p>	 <p>Non-Judgemental We focus on the potential, not the past</p>	 <p>Passionate We are absolutely committed to supporting young people</p>
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Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and PULSE (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at a specialist/managerial level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through a passion for what we do You keep young people and our end goal in mind You build trust in others through reliability and holding self-accountable for success Resilient in the face of challenges, not taking constructive criticism personally You're authentic and bring unique talents to work, encouraging others to do the same You role model integrity and act according to our Values</p>	<p>You champion change initiatives and help others see the benefits and opportunities You take an entrepreneurial approach to improving how we do things You seek opportunities to enhance your own development and build expertise You role model a positive and constructive approach to giving & receiving feedback You support others in adapting to change</p>	<p>You're approachable, clear and assertive You cascade important and relevant information to others clearly and swiftly You treat people as individuals, tailoring communication and influencing style accordingly You communicate difficult messages and challenge others' thinking effectively You listen to and empathise with others to understand the root of situations before responding</p>	<p>You role model effective and mutually supportive teamwork with colleagues You manage the expectations of others, gaining buy-in where required You share knowledge and information You build and invest in relationships across The Trust You use awareness of how your own team fits within the wider organisation to find solutions</p>	<p>You translate The Trust's long-term vision and strategy into actionable plans & targets You take responsibility for making and implementing logical, data-based decisions You're flexible and responsive as priorities and requirements change You seek solutions and solve problems, empowering others to do the same</p>

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.