

Centre Manager Job Description

Our Vision

That children feel heard and supported towards happier lives

Our Mission

Our Mission at The Purple Elephant Project is to support children to transform their lives through the provision of high-quality, accessible and integrated therapy services

About The Purple Elephant Project

The Purple Elephant Project is a registered charity based in Greater London, providing therapy services for children and young people in need; helping to alleviate mental health distress by working through challenging and traumatic early life events. Using various forms of Play and Art Therapy (a form of child psychotherapy), the team of therapists help children express themselves in response to mental health related behaviours and symptoms, such as aggression, bereavement, emotionally based school avoidance, anxiety, sadness, regression. All our therapists are registered BAPT (British Association of Play Therapists) or BAAT (British Association of Art Therapists), and hold expertise in specialist areas such as adoption support and developmental trauma. Therapy services are provided via outreach in schools, and at our small therapy centre in Twickenham.

The Purple Elephant Project fills a vital gap in local provision, offering a high level of professional therapeutic experience and qualifications. The charity supports the community through our vision that all children, no matter their circumstances, should be able to access the support they need, when they need it.

The Purple Elephant Project is a small but fast-growing organisation, which throughout its first years, has weathered the pandemic, and has demonstrated robustness in adapting and growing despite these challenges. We are currently supporting between 130 and 150 children a week.

Tel: 0208 744 1733

recruitment@thepurpleelephantproject.org

Charity No: 1186434



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity registration

The Purple Elephant Project is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO), under the registered charity number 1186434

Safeguarding

The Purple Elephant Project is committed to safeguarding and promoting the welfare of children and young people and expects all staff, trustees and volunteers to share this commitment. Successful applicants will be required to apply for/have an Enhanced DBS check in line with the Government safer recruitment guidelines, provide references and complete safeguarding training, and will need to demonstrate a willingness to observe safeguarding procedures at all times.

Diversity and Inclusion

The Purple Elephant Project is committed to equal opportunities and antidiscrimination practices. We believe that everyone has the right to be treated with consideration and respect. The Purple Elephant Project is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual. We aim to ensure that all staff, volunteers, donors, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender, marital or civil partnership status, ethnicity, disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Further information on our Charity can be found by visiting www.thepurpleelephantproject.org

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Job specification

Job Title:	Centre Manager
Reports to:	CEO
Purpose of role:	To manage the day-to-day running of our centre. Providing administration support to CEO, staff, therapists and volunteers. Welcoming and providing support to families and children in the centre. Technical competence is essential, but the heart of this role is creating a supportive environment for vulnerable families.
Hours of work:	27.5 hrs per week - Monday to Friday Shifts covering centre between hours of 8am and 6.30pm; Occasional additional hours as required
Location:	At our Centre in Twickenham (TW2 7DE). Please note this is not a remote or hybrid role, it is based at the Centre.
Type of Contract:	Part time, permanent
Salary:	£30,000-£35,000 full time equivalent (based on 37.5 hours per week). Pro rata salary circa £22,000 - £25,666 a year
Holiday Entitlement:	Pro rata the full-time equivalent allowance of 28 days hours per annum, inclusive of bank holidays.
Pension:	Auto Enrolment Workplace Pension Scheme

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Job description - duties to include:

Centre Management

- Oversee all centre management and operations, ensuring the centre is open and accessible when needed; opening, closing and securing the building, managing keys and alarm systems
- Take responsibility for the recruitment and line management of volunteers and operational staff to ensure the smooth running of the centre
- Ensure centre is covered using resources available and assist in cover arrangements during other staff absences
- Ensure the centre and its facilities are cleaned, prepared and organized for the day ahead, and any maintenance is carried out, working closely with the school caretakers
- Serve as the first point of contact, providing a warm welcome for visitors coming to the centre, be a listening ear when required, and a supportive and understanding presence for families
- Use communication skills to help families and carers to feel truly heard, respected and supported, acting as a compassionate bridge between administrative process and therapeutic care
- Show visitors around the centre as and when required
- Handle and deal with day-to-day enquiries and correspondence, either by telephone, post or email, or pass on to other relevant staff members as appropriate
- Coordinate centre scheduling, including therapist sessions and other meetings
- Take in deliveries and pass on to relevant staff member as necessary

- Ensure there is an adequate stock of office supplies, stationery, materials, equipment and resources, placing orders as needed
- Any other duties required to enable to smooth running of our centre

Centre operations

- Carry out routine health and safety and security checks, act as the first point of contact for fire and first aid responsibilities
- Complete and maintain charity risk assessments to ensure safe operations
- Ensure all charity policies, key organisational and procedural documents are written, up to date, recorded and filed correctly
- Maintain records on a variety of information systems
- Oversee the client record keeping system and support staff users
- Support our CEO, providing administrative support as required
- Work closely with the CEO on the recruitment process for staff, providing administrative support, including updating personnel records, the Single Central Record and inductions
- Support with trustee inductions
- Ensure all DBS checks are carried out and reported
- Ensure data is kept up to date and monitored in the Single Central Record, ensuring all relevant training is arranged for therapists, staff and volunteers
- Keep website updated with relevant information

Other

- Maintain and report petty cash spend in relation to centre expenses
- Act as an ambassador for our charity, work to support our ethos, mission and values

Person Specification

Essential	Desirable
Knowledge and experience required:	
Proven track record of creating calm, safe and emotional supportive spaces	An understanding of children, young people and mental health
Intuitive talent for making children and families/carers feel comfortable during potentially stressful moments	
Working knowledge of Microsoft Office (Word, Excel, Outlook)	
Competent and confident in the use of IT systems	Experience of office management
Knowledge and previous experience of designing and working within office Procedures	Experience of recruiting and managing volunteers
Experience of recording and monitoring expenditure	
Skills Required:	
Excellent administration and organisation skills and attention to detail	Ability to spot better ways of doing things and to offer positive and effective solutions
Ability to plan, prioritise and organise own workload	
Flexibility to adapt work to support the changing needs of the charity	
Ability to multi-task whilst remaining focused, to manage a busy and varied workload	
Be self-motivated and able to work on own initiative	

Excellent communication skills, both written and verbal	
Excellent interpersonal and listening skills, confident when speaking to people	
Ability to work independently and as part of a team	
Ability to communicate with empathy, patience and warmth to the families who use our services	
Natural talent for making families, carers and visitors feel genuinely welcomed and supported	
Skills in reading emotional cues and responding sensitively	
Ability to maintain high levels of confidentiality	
Good data entry skills (both in terms of speed and accuracy)	
Other requirements:	
Willingness to undertake additional training to develop skills if required	
Satisfactory DBS check	
Permission to work in the UK	
Awareness of safeguarding and Health and Safety legislation	
Willingness to be flexible and to travel locally when needed to support centre operations	