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## Job Description | Estates Community Manager

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**Job Title:**

Estates Community Manager

**Salary & Grade:**

£38,639. Grade 3.6

**Normal Place of Work:**The Bridewell site (Bristol City Centre) &  
The Kingswood Estate**Hours of Work:**40 hours per week  
Part time negotiable for the right candidateIncludes a requirement for occasional evening/weekend work.  
Friday will be a set working day.**Responsible to:**

Head of Estates

**Responsible for:**Line management of Venue Coordinators &  
Events Manager

### Job Purpose

The Estates Community Manager is responsible for ensuring that the Bridewell site, Kingswood Estate and Hanham youth club operate safely and effectively as service delivery venues, as vibrant workspaces for our community of creative and youth sector tenants, and as a venue for hire for a range of events and activities.

This role will be at the heart of developing and delivering on our renewed vision for Creative Youth Network's buildings as key community assets. The postholder will ensure that CYN's buildings are the best places they can be for our tenants, for community events and for young people – ensuring that they are well managed, financially stable and a great place to work for our amazing staff team.

### Key Responsibilities:

#### 1. Site Management

- 1.1. Line management of the Events Manager (who in turn manages the events team) and the Venue Coordinators (who manage the FOH teams)
- 1.2. Responsible for ensuring sites have sufficient operational management and, if required, taking responsibility for venue management in the absence of Coordinators.
- 1.3. Work with the Estates Manager to ensure that Creative Youth Network's buildings are well maintained and safe/compliant.

## **2. Tenancy Management**

- 2.1. Oversight of all tenancy management for Creative Youth Network's buildings, maintaining focus on curating a creative community of social purpose organisations, for the benefit of young people.
- 2.2. Developing partnerships with tenants with aims to increase the opportunities they provide for young people and, in particular, ensuring they deliver on the 'give-back' scheme where it exists in CYN venues.

## **3. Event Management**

- 3.1. Working through the Events Manager, ensure that Creative Youth Network achieves its annual targets for income generation through events and venue hire, and oversee all aspects of events held at Creative Youth Network' (including licensing). This will sometimes require the postholder to work unsocial hours and at weekends (although the emphasis is on managing the team to deliver this collectively).
- 3.2. Act as Designated Premises Supervisor for Bridewell venues; The Courts and The Station ensuring that the organisation and its tenants/hirers are able to have alcohol on site where appropriate/agreed, while ensuring full legal compliance and a robust approach to safety (especially for young people).

## **4. Service and business development**

- 4.1. Work with the Fundraising & Communications team to fundraise for and promote Creative Youth Network's buildings
- 4.2. Promote Creative Youth Network's buildings as venues of choice with particular emphasis as a destination for young people and potential tenants/hirers.
- 4.3. Work with the Head of Estates and CEO to develop the income generation potential of Creative Youth Network's estates.

## **5. Monitoring and general management**

- 5.1. Working with estates managers to monitor income and expenditure, seeking to maximise income potential within the aims and objectives of Creative Youth Network.
- 5.2. Monitor and report on areas of responsibility as required.
- 5.3. Work with Venue Coordinators to develop, update and manage Creative Youth Network's buildings' administrative and communications systems.
- 5.4. As needed, to act as out of hours responder. (This will be occasional and rota-ed in advance except in cases of emergency).

## 6. General Responsibilities

- 6.1. Act as a representative of the organisation in all dealings with internal and external agencies and stakeholders.
- 6.2. Safeguard the welfare of children, young people and vulnerable adults, working within organisational safeguarding policies and local authority frameworks.
- 6.3. Ensure that all administration, records and files are stored and processed in line with the Data Protection Act 2018 and the General Data Protection Regulations 2018.
- 6.4. Provide a diverse and culturally sensitive approach in all dealings with Creative Youth Network and act within the organisation's Equality and Diversity policy and frameworks.
- 6.5. Promote equality and anti-discriminatory practices within all aspects of service delivery.
- 6.6. Promote a safe working environment in line with policies on Health and Safety, highlighting any significant deficiencies to your line manager.
- 6.7. Undertake any other duties as may be reasonably required.

***This list of tasks is not exclusive and does not form part of any contract of employment. Duties may be varied from time to time, with the job description being subject to review or periodic amendments.***

**Last Updated:** June 2024

## ESTATES COMMUNITY AND PARTNERSHIPS MANAGER - PERSON SPECIFICATION

Criteria	Assessed by:			
<i>Essential</i>	AP	IV	AS	QC
Proven ability to coordinate and manage a team of people to run a venue effectively (either direct or relevant transferrable experience)	✓	✓		
Proven ability to plan and manage the work of a team, achieve agreed targets and objectives and evaluate outcomes	✓	✓		
Proven ability to negotiate and account manage key tenant and hire relationships, including efficient letting of vacant spaces (either direct or relevant transferrable experience)	✓	✓		
Proven ability to develop and manage effective administrative systems (either direct or relevant transferrable experience)	✓	✓		
Excellent teamwork and communication skills	✓	✓		
The ability to solve problems quickly and efficiently	✓	✓		
Ability to demonstrate commercial perspective to problem solving and taking a pragmatic approach to decisions	✓	✓		
Ability to use IT effectively (including Word, Excel and Outlook)	✓	✓		
Willingness to undertake the required training, qualifications and any other criteria in order to act as Designated Premises Supervisor for The Station and The Courts.	✓	✓		
The ability to work with and alongside challenging young people	✓	✓		
<i>Desirable</i>	AP	IV	AS	QC
Experience of venue management offering both rooms for hire, programmes and events	✓	✓		
Experience of developing a venue to increase income and activities	✓	✓		
Experience of working with young people	✓	✓		
Experience of managing and delivering effective office administrative systems	✓	✓		
Experience within the social enterprise or charitable sectors	✓	✓		

Good knowledge and links within the Bristol area	✓	✓		
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N.B. assessment task/presentation yet to be confirmed – may apply to some/all of the above criteria

**AP** = Application Form  
**IV** = Interview

**AS** = Assessment/Task/Presentation  
**QC** = Qualification Certificate