



## **JOB DESCRIPTION**

First Step is committed to working with children, parents, staff, volunteers and the community to safeguard and promote the welfare of children and vulnerable adults. We have a duty to carry out the appropriate procedures if we believe that a child or vulnerable adult may be subject to any form of abuse.

First Step is committed to making sure it provides equality of opportunity through employment and service delivery. First Step's approach to Equality and Diversity is based on the principle of inclusion (increasing the diversity of people actively involved in and contributing to the development of sustainable communities). At its heart is a commitment to the value that all staff bring to the organisation because of their diverse characteristics. These cover race, gender, disability, age, marital status, sexuality, religion, background, personality and work style.

Please be aware that a Disclosure and Barring Service (DBS) check will be required under the provision of the Rehabilitation of Offenders Act 1974.

**POST TITLE:** Centre Manager

**POST GRADE/SCALE:** SO1 / PO1 Points 29 – 36

**POST SALARY:** £35,577 - £40,833

**HOURS OF WORK:** 37½ hours per week with some evening and weekend work

**POST LOCATION:** First Step, Hornchurch

**REPORTS TO:** Chief Executive Officer

**RESPONSIBLE FOR:** Centre Staff and Volunteers as appropriate

### **PURPOSE OF THE POST**

The key purpose of this role is to ensure that every person that comes into contact with First Step feels welcomed and treated with dignity and respect, and to ensure that First Step operates in a professional, organised, and effective manner.

The postholder is responsible for overseeing all day to day front of house and administrative functions of First Step and will develop and maintain effective and efficient business systems across the organisation to ensure best value for the children and families we support.

## **MAIN DUTIES AND RESPONSIBILITIES OF THE POST:**

### **Centre Staff and Volunteer Management**

- Manage centre staff and volunteers, including recruitment, induction, development, training, appraisal, discipline, welfare and performance. Provide advice / guidance to support effective working and deliver training as required. Provide regular supervision and ensure that Safeguarding is a key consideration within supervision.
- Lead through day to day example and coaching to motivate and develop a team of centre staff and volunteers to take a shared responsibility for the delivery of an outstanding service to all service users and supporters
- Support staff and volunteers to achieve their full potential, creating a climate that encourages the exploration of ideas and innovation and the continuous development of working practices.
- Ensure that there is good equalities and diversity practice, and that individual behaviours and actions of staff display commitment to these values; challenging any discrimination, prejudice and bias.
- Provide a welcoming, caring environment, communicating sensitively, politely and in a manner easily understood.
- Attend external meetings as required and participate in internal and external working groups, to support the development of First Step. Cascade information to Trustees, staff and volunteers.

### **Finance**

- Oversee the receipt, coding and processing of all income, purchase invoices, and payments through the financial systems including posting onto the accounting system, including reconciliations
- Oversee the counting of all cash received and regular banking so that the safe limit is not exceeded.
- Assist the CEO with the preparation and monitoring of the budget
- To oversee the administration of petty cash
- Assist with the preparation of bids and the completion and submission of project and financial returns
- Oversee preparation and issuing of sales invoices from details provided by others and liaising with other managers to ensure outstanding debts are recovered promptly
- Oversee preparation of orders ensuring best value is achieved, check full receipt and authorise payment of goods and services
- Be responsible for filing, security and retrieval of financial data, including daily and termly backup of computerised records
- Ensure all financial administration is carried out in accordance with appropriate financial regulations and policies
- Be responsible for ensuring the Asset Register is maintained
- Administer the collation and submission of the monthly payroll

## **HR**

- Maintain personnel records including sickness, holiday and additional hours worked.
- Administer all recruitment or other human resource processes as required, including drafting adverts, drafting or evaluating job descriptions, shortlisting, organising and assisting with interviews
- Work with CEO and HR Advisors to ensure that policies and procedures are up to date and comply with employment legislation and best practice.
- Be responsible for recording, monitoring and claiming overtime and other subsistence claims
- Support managers and staff on pay and other personnel related matters
- Ensure that all staff and volunteers are fully conversant with First Step policies and procedures and that these are fully implemented. Ensure that all staff and volunteers work to agreed standards, regulations and legislation.
- Responsible for keeping the Employee Handbook and other staff and volunteer policies, processes and procedures up to date.

## **Administrative**

- Be responsible for administration of lettings, liaising with the staff and hirer as required
- Ensure enquiries and visitors to First Step are handled sensitively and effectively
- To be responsible for receiving and distribution of post supported by others
- Act as confidential support to the CEO providing a central point of contact in their absence
- To draft correspondence, and assist the CEO with drafting policies and other documentation
- Undertake project/research work as required
- Develop and implement appropriate administrative systems/procedures

## **Facilities Management**

- Oversee the development, management and maintenance of robust IT systems ensuring data security and a regular programme of backups,
- Produce regular, timely health and safety, HR and other reports, information and analysis for the trustees, and other agencies as appropriate, in order to gauge and improve service and performance.
- Oversee reception services, post, hall bookings, caretaking, cleaning and maintenance as well as replenishment of stationery and other consumables.
- Act as a key-holder and be part of the team that respond to occasional call outs.
- Oversee all office and building equipment, ensure regular maintenance, liaising with suppliers and contractors.
- Manage building maintenance, including housekeeping, cleaning, decorating and health and safety of premises.
- Maximise the income from hiring out available building space, negotiating agreements with appropriate paperwork systems, generating invoices and credit control to recover sums due
- Liaise with tenants and act to address any day-to-day difficulties

- Facilitate occasional Volunteer and Corporate days to garner support and keep the buildings and grounds in good order.

### **Governance**

- Support with servicing Trustee meetings, ensuring circulation of agendas, minutes, support information, taking minutes as required. Complete actions arising in own area of responsibility.
- Oversee arrangements in respect of charity status including, administrative records and documentation to ensure Trustees meet requirements of the Charity Commission, Companies House, etc
- Organise special meetings, including circulating invitations and providing relevant documentation.
- Ensure safeguarding and health and safety requirements are met in line with First Step Safeguarding and Health and Safety Policies. Maintain health and safety records including COSHH register, risk assessment folders and accident/incident/near miss reports.

### **Fundraising**

- Oversee internal fundraising events and support at external fundraising events ensuring they are carried out in a financially sound, organised, welcoming and safe manner.
- Ensure that the necessary risk assessments have been carried out
- Oversee monetary and cash handling and payments in relation to fundraising events in conjunction with the event manager, including, clear records and tallies of stocks and tickets as may be required.
- Oversee licencing, lotteries and raffles for events ensuring all legal regulations are followed.
- Monitor any fundraising pages set up and have an overview of 'In Aid Of', 'In Lieu' and 'In Memory Of' fundraising events.
- Oversee and monitor any on line fundraising platforms to which First Step is subscribed
- Oversee the distribution and collection of collection tins and buckets
- Ensure compliance with fundraising regulations and guidance
- Actively contribute to, promote and oversee the communication of First Step news to supporters and posts on social media

### **General**

- Participate in regular supervision with the Chief Executive Officer and take responsibility for continuing self-development, participating in training and development activities as appropriate.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace
- Ensure that all duties carried out and services provided are in accordance with First Step's Equal Opportunities Policy

- The Trustees are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment

The above-mentioned duties are neither exclusive nor exhaustive and the postholder may be called upon to carry out other appropriate duties to ensure the smooth running of First Step for the benefit of children and their families/carers.

First Step enjoys the support of many volunteers who assist the organisation in fundraising and other activities. We expect all staff to commit to the First Step ethos of offering some time each year on a voluntary basis to work alongside our volunteers.

**For further details or an informal conversation, please contact Janet Hutchinson or Mark Halls at [recruitment@firststep.org.uk](mailto:recruitment@firststep.org.uk) or call 01708 556355 (including evenings and weekends)**



## PERSON SPECIFICATION

The skills and experience outlined below describe the ideal candidate that we are looking for. Even if you do not consider that you meet every point listed, if you can demonstrate that you feel you can fulfil the essence of the role, we would like to hear from you for an informal conversation.

<b>Qualities</b>	
Demonstratable passion and commitment to support families of children with special needs and/or disabilities, so that they achieve meaningful outcomes	<b>Essential</b>
Creative and empowering approach to those you engage with	<b>Essential</b>
A people person who is confident and comfortable to engage with others in a welcoming, non-judgemental manner	<b>Essential</b>
Experience of working in a front line, customer focused role within a charitable organisation	<b>Desirable</b>
Effective leadership skills	<b>Essential</b>
Self-starter, able to work on own initiative, but also comfortable to work as part of a team, bringing out the best in others	<b>Essential</b>
Ready and willing to roll up your sleeves and do what needs to be done	<b>Essential</b>
Compassionate and approachable	<b>Essential</b>
Flexible and adaptable	<b>Essential</b>
Able to personally and comfortably represent First Step's Ethos and Values	<b>Essential</b>
<b>Proven Ability</b>	
Working in a front-line role with a wide range of people and stakeholders	<b>Essential</b>
Experience of working in a front line, client/supporter focused role within a charitable organisation	<b>Desirable</b>
Creator, and maintainer of good organisational systems	<b>Essential</b>
Basic understanding of financial matters and ability to work with numbers	<b>Essential</b>
Experience in planning and managing budgets	<b>Desirable</b>
Writing successful fundraising copy and reporting to grant funders	<b>Desirable</b>
<b>Knowledge</b>	
Understanding of the importance of Safeguarding in an organisation that works with vulnerable children and adults	<b>Essential</b>
Knowledge of a range of statutory and voluntary organisations who support vulnerable children and families	<b>Desirable</b>

<b>Skills</b>	
Ability to communicate clearly and build positive relationships with a wide range of stakeholders, including children, parents, volunteers, staff, community partners and funders.	<b>Essential</b>
Good organisational skills	<b>Essential</b>
Able to develop strategic plans	<b>Desirable</b>
Good written and verbal communication skills	<b>Essential</b>
Competency in IT skills and proficient with the Microsoft Office Suite	<b>Essential</b>
Able to learn new software packages with appropriate training	<b>Essential</b>

**For further details or an informal conversation, please contact Janet Hutchinson or Mark Halls at [recruitment@firststep.org.uk](mailto:recruitment@firststep.org.uk) or call 01708 556355 (including evenings and weekends)**