

Job Description

Community Centre Manager - Living Space

Reports to: Head of Operations

Responsible for: Staff, Hirers, Contractors, Partners, Stakeholders

Overview

Bankside Open Spaces Trust (BOST) is an environmental and volunteering charity working to protect, preserve and enhance parks and gardens in London's SE1 and surrounding areas. We care for open spaces and run community projects to share our love of gardening and the outdoors. We support local people gardening on their estates, run horticultural training and host a range of youth and sports activities throughout the year and manage Living Space Community Centre in Waterloo, SE1. We are seeking a Community Centre Manager for Living Space to manage all aspects of the facility, including staff supervision, facilities management, health and safety, financial oversight, and community engagement. The role requires experience in community centre management, strong communication and organisational skills, and the ability to foster relationships with local groups and stakeholders. The manager will be responsible for ensuring the centre's smooth operation, driving income generation, and promoting an inclusive environment, while also handling administrative tasks and supporting the broader goals of Bankside Open Spaces Trust.

Job Purpose

To be responsible for the efficient and effective management and development of Living Space, including facilities and resource management, health and safety, staff supervision, finance and budget responsibility and income generation.

Tasks and Responsibilities

1. In common with all BOST staff

- To support the philosophy, aims and objectives of Bankside Open Spaces Trust and to champion its work in creating a high quality open-space network and a vibrant healthy community by facilitating community involvement.
- To develop an enabling ethos in the management of work streams and the personal development and support of individual team members.
- To promote and champion equality, diversity and inclusion for all staff, volunteers and stakeholders.

2. In common with the Living Space Duty Manager role

General

- Running reception, greeting service users and visitors.
- Maintaining building security by following safety procedures and controlling access. Ensuring building users use the building safely and in accordance with the terms of their licence/hire agreement.
- Preparing the halls and conference room for functions as required including drinks and refreshments.
- Answering the phone, messages, hall and room bookings.
- Providing accurate information in person and via telephone and email.
- Checking damage/security/H&S on arrival and departure at the premises via a checklist.
- Contacting and logging any repairs or maintenance work needed with the Lambeth Council helpdesk.
- Directing contractors to the site for repair and maintenance work and inspecting the work of contractors where there is a requirement to.
- General portering duties and moving of furniture.
- Assisting service users and visitors with simple tasks as requested.
- Receiving and checking post and deliveries and taking them to the appropriate place for storage or giving them to the named recipient.
- Ensuring that all refuse is disposed of promptly and stored away from the main building.
- Ensuring that clear passage is maintained on fire escape routes.
- Making safe any hazards and ensuring that the area is cordoned off.
- Undertaking admin duties as required e.g. updating data bases, reports, hire information etc.
- Spot cleaning designated areas of Living Space after events as required and emptying bins and replenishment of toilet rolls.
- Straightening furniture and general tidying up of designated areas.

Particular to the Manager role

Premises and Facilities Management

- To be responsible for service and contract negotiations with Lambeth Council and Youth Providers.
- To be responsible for the service and maintenance contract with Lambeth Council.

- To be responsible for contract negotiations with other office ‘tenants’, utility providers, contractors and stakeholders.
- To oversee the development and collaboration with duty managers of the effective implementation of rules, policies and guidelines covering use of the centre.
- Overseeing the effective operation of the Living Space booking system.
- To be the main key holder and be responsible for overseeing the opening and closing and security of the centre. As the main keyholder, to be ‘on call’ for alarms during out of hours.
- To ensure that the relevant building systems, including burglar alarm, fire alarm and heating, are maintained as necessary and set as required.
- To develop and oversee the maintenance and management plan for Living Space.

Health and Safety Management

- To be responsible for developing, implementing and monitoring safety, security and building policies and practices for staff, clients, contractors and service users and to ensure that the premises are clean, well-organised and provide a safe environment for all users.
- To oversee that all statutory inspections not managed by Lambeth are carried out by the due date and to manage and monitor the implementation of any actions arising from such inspections.
- To oversee all relevant records with regard to Health and Safety issues, including risk assessments, COSHH, fire alarm tests and accident books, reporting any incidents or areas of concern to the HoO.
- To oversee and carry out the induction of tenants and contractors before they commence work on site and direct them to BOST’s Health and Safety policies and procedures.
- To ensure all health and safety and safeguarding protocols are followed including risk assessment, appropriate signage, first aid provision and other precautions.
- To oversee the provision of information and support to staff, clients, contractors and service users in relation to their responsibilities under Health and Safety and Safeguarding legislation.

People Management

- To line manage Living Space staff.
- To oversee the centre staff rota to always ensure staff coverage.
- To complete one to ones, supervision and appraisals with staff.
- To identify training needs and facilitate continued personal development (CPD).
- To oversee the supervision of contractors, sessional workers and cleaners as appropriate.

- To organise and oversee the running of corporate groups and volunteers on certain tasks and workdays.
- To plan and oversee sessional activities i.e. fun days, school holiday sessions, Living Space projects e.g. Warm Hub, Give & Take etc.

Financial Management

- To work with the CEO to set the budget for Living Space, manage and oversee the budget for the centre and work towards financial sustainability.
- To develop the income generation potential of Living Space as well as developing business plans, working to secure investment and to oversee the liaison with customers to develop initiatives and hires.
- Oversee the invoicing hirers for their bookings via invoicing software and making sure payments are monitored and chased.
- To manage petty cash, purchase card, pro forma invoices etc. and reconcile to Finance.
- To reconcile quarterly and end of year account transactions for living space for CEO/Finance.
- To oversee orders for centre supplies and refreshments.

Other Duties

- To oversee the publicity, marketing and promotion of Living Space.
- To oversee the effective operation of the Living Space booking system.
- To develop and oversee the effective implementation of rules, policies and guidelines covering use of the centre.
- To work with the CEO and Fundraising Manager on the regeneration of the playground, including income generation, project management, community consultation and negotiations with Lambeth Council.
- To be responsible for administration as required e.g., providing reports to CEO, funding reports etc.
- To complete funding applications and develop projects within Living Space.
- To develop close links with local communities, individuals and groups through regular liaison, consultation and community events.
- To set up and implement systems for monitoring and evaluating the use of Living Space.
- To be aware of, actively promote and carry out all duties in accordance with BOST's policies, including Equal Opportunities, Safeguarding and Health and Safety.
- Such other duties of a similar nature which may be required from time to time by the CEO.

Community Centre Manager - Living Space

Person Specification

Essential

1. Excellent verbal and written communication skills with the ability to transmit key messages quickly and clearly and to relate positively to users, staff, stakeholders and partners.
2. Experience of developing and maintaining relationships with local community groups, partner organisations, businesses and other stakeholders electronically, telephonically and in person.
3. Previous experience of community centre management, working with people from a wide range of backgrounds.
4. Experience of managing a small team.
5. Excellent administrative, organisational and time management skills with the ability to prioritise and meet deadlines consistently.
6. Experience of working with or managing databases/CRM system.
7. Experience of devising, managing, working and reporting to a budget.
8. Understanding of the importance of user monitoring systems and the ability to operate monitoring systems to record key data.
9. Strong attention to detail.
10. Knowledge and understanding of relevant equal opportunities issues, particularly barriers to participation for certain sections of the community and how these might be addressed.
11. Ability to use Microsoft Office.

Desirable

1. Experience of Xero accounting software.
2. Experience of writing business plans.
3. Experience of making funding applications.
4. Experience of using Salesforce CRM.
5. Experience of Project Management.