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| **JOB DESCRIPTION** |

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| **Job Title** | Centre Manager |
| **Reports to** | Director of Finance and Operations |
| **Salary** | £31,200 |
| **Hours** | 37.5 hours  This post requires some out of office hours working in order to fulfil event commitments |
| **Holiday** | 30 days a year (rising to 35 after 5 years service) plus Bank Holidays and closure between Christmas and New Year. |

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| **JOB OVERVIEW** |

The Centre Manager is at the very heart of CLPE’s work and this is a key management role. The key function of this important role is to ensure the efficient and effective running of the CLPE office and building space ensuring that the Centre and its staff and users are safe, welcomed and have an excellent experience. . All our staff are part of the wider CLPE team and are therefore expected to work as part of that team to fulfil the Charity’s aims and objectives.

The Centre Manager line manages our admin team which includes Centre and Programme Administrators, a Centre Assistant and a Premises Manager. The Centre Manager is line managed by our Director of Finance and Operations and works closely with all our Directors and the Chief Executive.

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| **KEY RESPONSIBILITIES** |

1. Manage the centre and the administration team to ensure a smooth running of the building and office space and that training and other events at the Centre are of the highest standard. This includes, but is not limited to:

* Ensuring the Centre policies and practice adhere to legislative requirements, including Health and Safety, data protection, equalities, staff welfare and safeguarding policies
* Managing the IT Contract and suppliers of helpdesk support to ensure staff IT requirements are adequately met
* Managing all contracts and work that ensure that the Centre can function as a public space such as cleaning, catering, reprographics and security
* Managing CLPE insurance renewals as directed by Director of Finance and Operations
* Managing the Centre calendar and managing and overseeing all events and bookings at the centre

1. Follow finance and record keeping policies as directed by the Director of Finance and Operations and support and manage all administration staff do the same
2. Liaise with Pension, Payroll and HR Service Providers as directed. Manage the day to day record keeping for staff matters including up to date job descriptions, employment contracts and monitoring of leave and staff-absences.
3. Support the Research, Programme and Marketing Teams by ensuring that all systems and processes are in place for efficient and effective working
4. Ensure best practice in the implementation and monitoring of all policies. Organise and manage the induction of new staff in CLPE procedures and systems
5. Be the point of contact for the landlord
6. Oversee letting and subletting activities and ensure income in respect of such activities are maximised and customers have an excellent experience
7. Oversee and manage the completion of all building works and schedule and oversee repairs in compliance with the terms of the lease
8. Oversee and manage all building security including overseeing keyholders, opening and closing of the building during usual building hours and the use of the building during the evening and weekends.

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| **APTITUDES, SKILLS AND COMPETENCIES** |

* Good organisation skills and the ability to work and manage others under pressure
* Excellent attention to detail
* A commitment to excellent customer service and experience
* Ability to liaise and communicate effectively with a wide range of staff at different levels within the organisation and outside of the organisation
* A good knowledge of financial processes as they relate to the work of the charity
* A good knowledge of building management and an understanding of relevant legislation
* Competence with databases, Microsoft Office, Google forms and online platforms such as Zoom and Microsoft Teams.
* Willingness to work as part of a team.