

Job summary

Role title: Community Centre Manager

Department: Community Partnerships

General description of role

This Centre Manager role will suit a candidate who has the drive to promote and effectively manage the smooth running of Horley Community Centre. An important aspect of the role is to develop the Community Centre, promote the facilities available and identify new opportunities by means of effective marketing, networking and innovative solutions.

The Manager will work to ensure the community centre is a vibrant, well-managed facility that operates for the benefit of local residents and organisations within a sustainable framework. This role will suit someone that will be self-motivated, able to work in a flexible and dynamic way and can work autonomously.

The Council has three community centres in the borough, in Banstead, Woodhatch and Horley. All three centres offer a broad range of services to residents of all ages, including: an activity programme; room hire; café and outreach activities. The role holder would be based at Horley but will be expected to travel to other centres in the borough to cover annual leave and support centre events as required.

The centre is undergoing a £2 million modernisation programme to improve facilities, expand the activity and food offer, increase footfall and maximise use of hireable spaces. The postholder will support closure and reopening arrangements and help shape the centre's future development.

Top ten duties / responsibilities of role

- 1. Service delivery.** To run a high-quality service in the centre. Oversee all aspects of the day-to-day running of the centre, including organising and coordinating activities, events, outings; dealing with customers, suppliers etc. Responsible for day-to-day administrative tasks, including dealing with telephone calls; ordering of stock, stock control, cash handling and recording according to agreed procedures; use of systems to record data and produce reports. The role will regularly involve being in sole charge of the centre.
- 2. Service compliance.** To run the centre in accordance with:
 - the business plan for the Community Partnerships service and any wider operational or service planning documents and procedures
 - an understanding of the needs and wishes of service users and the wider community
 - the values, policies and procedures of Reigate & Banstead Borough Council including health and safety, equality and diversity, confidentiality and complaints
 - all legal and statutory requirements (advice will be provided by Reigate & Banstead Borough Council colleagues).
- 3. Service development.** Responsible for the development of services and activities at, and from, the Centre. Developing and delivering a local plan for the centre, in collaboration with community development. Evaluates centre services/activities, identifies opportunities, and develops the service, ensuring that it remains flexible, innovative and responsive to its users and the wider community. Works with the catering staff to develop the catering offered, ensuring the efficient provision of an appealing, safe and nutritious service. Works to ensure the centre space is used effectively to balance

service provision and responding to community need with income-generation through room lettings and wider income. room lettings. Leads on projects across all three centres where there is a common topic that needs addressing and efficiency in it being led by one of the three managers.

4. **Communications and marketing.** To promote the centre and its activities with a focus on widening reach across the community. To work in collaboration with other centre team members and Communications colleagues to deliver effective communications campaigns, including on social media and through traditional channels such as newsletters and posters. To produce well designed and accessible materials that meet with brand guidelines.
5. **Partnership working.** Operating collaboratively across the other centres, wider staff and with wider local partners to develop the centre to meet community needs. Supporting the development of and ensure ongoing engagement with a “friends group” or equivalent for the centre. Supporting consultation and engagement activities. Being an active participant in local partnership meetings and wider community work, particularly alongside Community Development workers.
6. **People and Volunteer Management.** Effectively manages staff and volunteers working in the Centre according to agreed policies and procedures. Delegates a fair distribution of workload and responsibilities amongst the small team, covering day-to-day duties as required during staff leave and sickness absence. Supports and develops the staff and volunteer team through identifying training needs. Assists with the recruitment of volunteers, developing ways for volunteers to support the service.
7. **Performance management.** Ensures that Centre activity is collected, recorded and monitored using required procedures and systems. Monitors the standard of work in all areas, including caretaking and cleaning staff, ensuring a high quality and safe environment is maintained.
8. **Financial management.** Manages the service within budget guidelines and to agreed targets. Ensures all accounting and financial transaction mechanisms of the service are conducted to a high standard.
9. To carry out such other duties as may be required as appropriate to the grade. To work in the evenings or weekends where required. To cover at other community centres or for the Team Leader where required.

Person specification

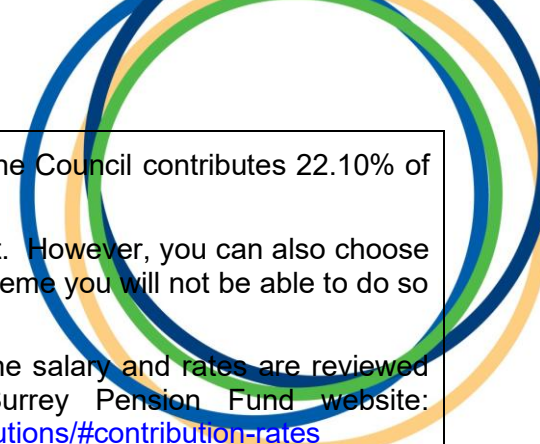
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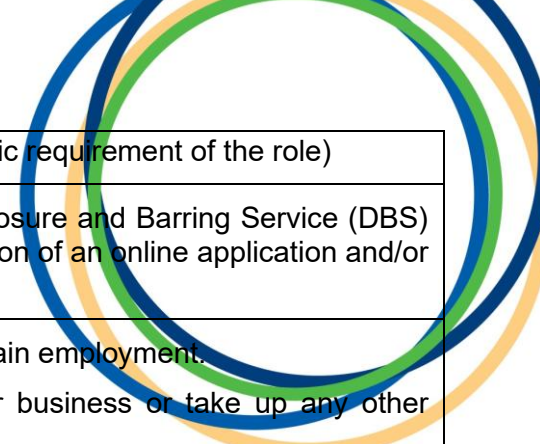
Selection and Interview Criteria		Criteria importance E = Essential P = Preferred
Qualifications		
First Aid qualification or willingness to train		E
Food hygiene qualification or willingness to train.		E
A full driving licence and access to a car		E
Experience and achievements		
Experience of managing public services, preferably in a leisure or community setting.		E
Experience of developing new services, projects or activities, particularly where this has been in partnership with others.		P
Experience of engagement and user participation to develop an offer that meets needs and garners support		P
Experience of managing staff and preferably volunteers.		P
Experience or knowledge of monitoring and evaluating services and their impact.		P
Experience of marketing and promotions, and promoting services to a wide range of audiences through different communications channels.		P
Competent in using digital technology and common IT packages (Word, Outlook, Excel).		E
Role required competencies and behaviours		
An adaptable and flexible approach, with a positive attitude to change and a willingness to learn from and work with other individuals and organisations.		E
Willingness to undertake a variety of daily tasks as part of a small team in a busy centre.		E
Ability to empathise with residents from all walks of life and their situation and treat all customers with courtesy and respect.		E
Corporately required personal qualities and behaviours		
Innovative		E
Supportive		E
Flexible		E
Positive		E

Summary of employment package

Place of work	The role will be primarily based at Horley Community Centre We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.
Salary	Graded Manager 5, the salary will be in the region of £35,445-£41,469 per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
Duration of contract	The contract will be offered on a permanent basis.
Probationary period	Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.
Hours of work	Hours of work are nominally 36 per week. This includes some evening and weekend work on occasion.
Employment Benefits	
Flexible working	Dependent on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs. Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system. Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.
Annual leave	The basic leave entitlement is 259.2/324 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2/369 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays. Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.



Pension	You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 22.10% of your earnings each year. You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day. Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates
Training and development	The Council actively encourages continued professional development and talent development. Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.
Professional subscriptions	If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, subject to manager approval.
Car parking / Travel loan scheme / Cycle Purchase Scheme	We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis. The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets or a season car park pass and we offer a cycle purchase scheme up to the value of £2000 (eligibility rules apply).
Employee discounts	All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more. Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.
Other Conditions	
Pre-employment checks	Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS): • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications • medical clearance (as manual handling is an intrinsic requirement of the role)



	• basic criminal record check (As access to secure government systems is an intrinsic requirement of the role)
DBS clearance	Employment with the Council will also be subject to receipt of standard / enhanced Disclosure and Barring Service (DBS) clearance. Details will be provided to the successful applicant, which may require completion of an online application and/or registration to the DBS 'Update Service'.
Paid work with another employer	If you are appointed, your contract with the Council should normally be classed as your main employment. You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.
Politically restricted role	As this role is required to advise elected members, this is considered to be a 'politically restricted post'. This means you cannot be, or try to become, a councillor, a Member of Parliament or a Member of the European Parliament during the period of your contract. This post is one that is listed as politically restricted in accordance with the requirements of the Local Government and Housing Act 1989.
Disclaimer	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly. Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

