



## **JOB DESCRIPTION**

### **WESTWAY CENTRE MANAGER**

The Centre Manager will support and grow our member base, manage the day-to-day operations of the centre, and promote and develop partnerships with local groups and businesses to enhance the services and activities provided at the Westway Centre.

#### **Hours and Benefits**

£30,000 - £35,000 per annum.

Core hours are Monday - Friday 9am - 5pm with flexibility totalling 37.5 hours a week, with need to accommodate evening and weekend events as they arise.

20 days vacation per annum, with an additional 1 day per year of service, up to 25 days.

#### **Overview of Role**

##### ***Member Relations***

- Ensure the provision of good quality services and high standards of customer care within a safe environment.
- Grow membership numbers through marketing, events, outreach, and partnerships.
- Manage assessment and referrals of new members.
- Meet and greet visitors, volunteers, and members. Answer calls and emails promptly.
- Fundraising and grant applications.

##### ***Partnerships and Outreach***

- Maintain, promote, and develop partnerships with voluntary organisations, local businesses, service providers, and other organisations to enhance the services and activities provided at the Centre.
- Support marketing activities to promote and publicise the Centre.

### ***Day-to-Day Operations Management***

- Manage the Centre's staff and team, including a volunteer coordinator, and a large team of the Centre's volunteers.
- Manage the Centre's on-site services and contracts, such as caterers, entertainers, and building tenants, ensuring all tenants and services have clear contracts and SLAs in place.
- Assist with monthly cash collection and contacting overdue payments.
- Manage the Centre's budgets to ensure expenditure remains within financial provision and review the scope for generating additional income through the increased use of facilities and services provided at the Centre, including through commercial lettings at evenings and weekends.

### ***Health and Safety***

- Ensure the Centre grounds and building, including all fixtures, fittings, and equipment are clean and well-maintained and meet all current health and safety standards.
- Ensure the health and safeguarding of members, staff, and volunteers, including the provision of emergency first aid as appropriate, reporting all health and safety incidents as laid down in procedure and verifying volunteers' DBS status prior to commencement of duties.
- Create a process and procedure for handling vulnerable individuals in emergency medical situations.
- Liaise with other Centre facility tenants to ensure their needs are met and that they are aware and compliant with the Centre's overall health and safety and security requirements.

### ***Events and Activity Planning***

- Organise and develop a range of activities, entertainment, and programs to meet the social and recreational needs of existing and new members.

### ***Other***

- Attend meetings of the Trustee Board and the Management Advisory Committee to give advice on operational and/or policy issues.
- Attend and administer training and development courses as required to maintain continuous professional development standards.
- Develop reporting, business plan, and strategies for achieving the board's vision.
- Undertake any other duties that may be required to support the Centre's success and day-to-day operations commensurate with the level of the post.