



Advert

Role: Centre Manager

Salary: £35,000 + depending on experience

Hours: 35 hrs pw

Reports to: The Director of Finance & Community Services.

Base and location of service – Ashford Place, 60 Ashford Road, Cricklewood NW2 6TU. The nature of the role requires you to be based at the Centre for the 35 hours.

Expressions of interest – until this job is filled

Interview Date: TBC

Job Description & Person Specification: Please visit our website for more information.

Applicants must submit a completed Job Application Form which can be downloaded via our [website](#).

Please note: *You may send us your CV but you are required to complete the application form.*

The client requests no contact from agencies or media sales.

Centre manager Job Description

JOB ROLE SUMMARY

The Centre Manager will have responsibility for the day-to-day running of the service, with accountability for support services, administration and management of the building. The post holder will act as a role model to all stakeholders through believing in, building on and living the organisation's values. The Centre manager will be responsible to the Director of Finance & Community Services.

The Centre Manager will be required to liaise with a range of stakeholders including statutory, voluntary sector partners.

With the close support of the Senior Management Team (SMT), the post holder will oversee the development and growth of the centre, ensuring:

- Quick and easy client access to the range of support services
- The centre is staffed with the appropriately skilled practitioners - the client journey and experience is best-in-class.
- Client centred and co-designed support services are available to clients.
- Working effectively with trustees, staff, volunteers and Centre users to develop and deliver a programme that meets the needs of the local community.

YOUR MAIN RESPONSIBILITIES:

- Develop a sustainable centre strategy in support of the Trustees strategic objectives.
- Support the recruitment and management of paid staff including all the HR responsibilities that go with this.
- Recruit, manage and train volunteers in line with national policy and procedures.
- Grow centre activities and services in terms of range and type.
- Ensure the centre operates at maximum capacity in terms of number of activities & services offered and days open.
- Develop local relationships with key stakeholders.
- Promote the centre locally and nationally as required and engage in third sector meetings and other market events.
- Ensure a smooth, transparent end-to-end client journey for people accessing services within the centre, supporting the onsite client services team.
- Manage all client queries, concerns or complaints.
- Manage the data and patient records which comply with internal and national guidelines and funder requirements.
- Ensure all maintenance and Health & Safety checks are completed and recorded appropriately within the building.
- Systematically review operational processes, policies and procedures.
- Work with the SMT to identify areas for improvement and implement necessary operational change.

- Ensure the site is fully operational and the environment in line with client expectations, managing a range of supplier relationships and contract costs.
- Key holder role includes ensuring the centre opens up and closes on time as well as being the first responder in the event of out-of-hours problems with the building.
- Optimise rental and hiring opportunities to maximise the income AP can generate through its activities, premises and services.
- Form collaborative links and alliances with organisations and agencies from all sectors that can be developed into active partnerships for new business ventures.
- Manage building maintenance, related contract management, cyclical maintenance and best value.
- Main keyholder

TO BE SUCCESSFUL IN THIS ROLE, YOU'LL NEED:

- First-hand experience of organising, delivering and evaluating support centre activities.
- Fundraising experience.
- Good knowledge of local community needs and demographics.
- Line management experience.
- Building management experience
- An understanding of health & safety policy and procedures
- An understanding of safeguarding policies and procedures.
- Exceptional people skills with patience and empathy for vulnerable people.
- A good standard of education including Maths and English.
- To work with the SMT to ensure the centre maintains the highest profile in the world of mental health and wellbeing by supporting events, staff development and online activity.
- To work with the SMT to ensure staff costs are managed, and that practitioners meet the required levels of performance.
- To oversee staff rotas to ensure the needs of clients can be fully met and that therapeutic space is effectively utilised.
- To help with the recruitment of additional staff.