

## Job description

**Job Title:** Centre Manager

**Salary:** £27,000+ depending on experience

**Hours:** 35 hours per week

**Location:** Ashford Place, 60 Ashford Road, Cricklewood, NW2 6TU

**Reports to:** Director of Finance & Community Services

**Application Deadline:** Rolling until post is filled

**Interview Date:** TBC

**Application Process:** Visit our website to download the required Job Application Form. CVs may be submitted but must be accompanied by a completed application form.

**Note:** No agency or media sales enquiries, please.

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## Role Summary

We are seeking a hands-on, proactive **Centre Manager** to take a lead role in the upkeep, functionality, and welcoming atmosphere of our community centre. The role focuses on **building management, health & safety, and creating an inviting environment** for the wide range of social, wellbeing and support activities hosted at Ashford Place. While the core of the role is operational and facilities-focused, there is scope to incorporate front-of-house coordination and broader organisational responsibilities depending on the skills and experience of the successful candidate.

## Key Responsibilities

### Building and Facilities Management (Primary Focus)

- Ensure the Centre is a safe, well-maintained, clean, and welcoming environment for all users.
- Oversee all building maintenance activities including repairs, upgrades, and regular health & safety checks.
- Manage contractor relationships for services such as cleaning, maintenance, security, and IT infrastructure.
- Ensure compliance with all statutory requirements including fire safety, emergency procedures, and accessibility.
- Act as the primary keyholder – responsible for opening/closing the Centre and responding to out-of-hours building emergencies.
- Maintain up-to-date records of inspections, repairs, and compliance certifications.

### Creating a Welcoming Community Hub

- Work closely with staff, volunteers and service users to ensure the Centre feels inviting, inclusive and socially engaging.
- Support the planning and delivery of community activities and events that promote wellbeing, inclusion, and social connection.

- Facilitate the smooth use of spaces for external bookings and local groups; optimise room hire to support income generation.
- Gather feedback from users to continually enhance the environment and ensure it meets community needs.

### **Additional Responsibilities (Optional / Based on Experience)**

These can be added to the role based on your skills and the needs of the organisation:

- Front-of-house oversight: ensuring a friendly, informative reception service.
- Support with volunteer and staff recruitment, supervision and scheduling.
- Oversight of administrative functions including rota planning, data entry, and reporting.
- Contribution to strategic planning, fundraising, and community partnerships.

### **Person Specification**

#### **Essential**

- Proven experience in building or facilities management.
- Working knowledge of Health & Safety and building compliance requirements.
- Excellent organisational and time management skills.
- Friendly and professional manner with a commitment to customer service.
- Ability to respond calmly and effectively to emergencies and day-to-day challenges.
- A practical, hands-on attitude with the ability to lead by example.

#### **Desirable**

- Experience in a community, care or wellbeing setting.
- Knowledge of safeguarding practices.
- Experience managing volunteers or small teams.
- Familiarity with room booking systems or venue management software.
- Understanding of the needs of vulnerable or diverse communities.

### **Join Us**

This is an exciting opportunity to play a vital role in maintaining a thriving, people-focused community hub. If you're passionate about creating and sustaining welcoming spaces where people feel safe, supported, and socially connected, we want to hear from you.