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***JOB DESCRIPTION – June 2024***

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| **Association:** | YMCA East Surrey (YMCAES) |
| **Address:** | Princes RoadRedhillSurreyRH1 6JJ | Post to be based at:The Old PheasantryMerrywood GroveMogadorKT20 7HF |
| **Job Title:** | **Centre Manager (The Old Pheasantry)** |
| **Salary:** | £32,500 - £36,500  |
| **Hours of work:** | 35 hours per week  |
| **Responsible to:** | Head of Central Services (HoCS), YMCA East Surrey |
| **Responsible for:** | The Old Pheasantry Centre (TOP) and grounds, a number of self-employed individuals and variable numbers of volunteers. |
| **Job Purpose:** | **To be responsible for the day-to-day management of the Old Pheasantry and to build relationships with the community to enable the meeting of the future vision of the service.**  |
| **Main Responsibilities:** | 1. To be the lead person responsible for the daily operation and overall management of the Old Pheasantry.
2. Ensure that TOP can deliver high-quality activities including residential stays.
3. Oversee the management of a team of staff and volunteers together with other contract workers to ensure the premises are well maintained and functional.
4. To work with the Facilities Manager to put in place a planned maintenance programme and service contracts along with a fast and responsive service to deal with day-to-day repairs.
5. Work with any tenants on day-to day management of meeting health and safety requirements.

To ensure compliance with inspection requirements, keeping accurate records and maintain quality standards. 1. To work with HoCS to develop and enable future plans.
2. To work with the YMCA Head of Finance and the Head of Central Services to devise an annual budget for the centre and to manage this budget effectively.
3. To be responsible for ensuring that YMCA policies and procedures across all areas are understood and adhered to by staff, volunteers and groups utilising the centre.
4. To ensure that all staff, volunteers and customers are aware of their health and safety responsibilities and to keep everyone accessing the centre safe and free from harm. To ensure relevant risk assessments are carried out for the overall centre and for individual activities.
5. To be responsible for putting in place arrangements for grounds maintenance, housekeeping and cleaning of the centre.
6. To manage and support centre staff and to be responsible for monthly one to ones, annual appraisals, training and development of all staff and volunteers working at the centre (excluding Merrywood staff).
7. To work with the Volunteer Coordinator in the recruitment and management of volunteers.
8. To establish and maintain partnerships with schools and colleges and foster relationships with customers, suppliers, and stakeholders.
9. To work closely with the YMCA Marketing and Communications Manager to ensure that relevant up to date information (including process of bookings) is displayed on the YMCA web site.
10. To oversee all bookings and to implement new systems for online bookings and payment for activities.
11. To work with the YMCA fundraising team to identify local funding opportunities
12. To work with the Challenge and Community Fundraising Co-ordinator to set up and stage events at the centre that may bring in voluntary income.
13. To ensure compliance with inspection requirements and quality standards.
14. Any other duties as required to be performed within the grade and remuneration of the role
15. We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. This role will require an enhanced DBS disclosure (with barred children/vulnerable adults). We require you to understand and demonstrate this commitment and attend any required training.
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**PERSON SPECIFICATION:** Centre Manager – The Old Pheasantry

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|  |  | **Essential** | **Desirable** |
| **Qualifications**  | * Relevant professional qualification in facilities and/or estates management
 |  | x |
|  | * Good standard of education at to GCSE level or equivalent
 | x |  |
| **Knowledge and experience** | * Knowledge, experience and application of Health and Safety legislation
 | x |  |
|  | * Understanding of budget application
 | x |  |
|  | * Experience of line managing staff and volunteers
 |  | x |
|  | * Experience of working within facilities and buildings management
 | x |  |
|  | * Experience of promoting/marketing a service to develop a new customer base
 |  | x |
| **Abilities and Skills:** | * Excellent communication skills, both verbal and written with current and potential customers
 | x |  |
|  | * Ability to engage and manage relationships with different stakeholders
 | x |  |
|  | * Ability to solve problems via creative solutions
 | x |  |
|  | * Ability to use IT and digital systems
 | x |  |
| **Other** | * Subject to a satisfactory Enhanced with Children’s barred list DBS disclosure
 | x |  |
|  | * Commitment to the values, aims and mission of YMCA East Surrey
 | x |  |
|  | * Understanding and commitment to equality, diversity and inclusion for staff, services users, and stakeholders
 | x |  |
|  | * Flexible to be ‘on call’ and work unsocial hours including evenings and weekends
 | x |  |